

Phillip Island Golf Club

Position Description

Business and Operations Manager

Overall Policy Context

This and all other job descriptions at The Phillip Island Golf Club (also referred to herein as 'the Club') should be read and interpreted within the following policy guideline:

The Phillip Island Golf Club is a business with a strategic focus of continuous improvement, involving staff and other resources dedicated to this strategy through a flexible team oriented approach of getting the job done.

1. Function

To manage all aspects of the day to day operations of the Club in a manner, and at a standard befitting, a preeminent regional Golf Club. To manage the implementation of, and to contribute as appropriate, to the development of long-term plans and projects.

2. Relationships

- 2.1 The Business and Operations Manager shall be responsible to the Board of Management of the Club through an Executive Committee comprising the office bearers as per the constitution.

3. Responsibilities

3.1 Responsibilities

The Business and Operations Manager shall be responsible for: -

1. The management of all club operations including house, golf administration and in partnership with the superintendent, the course.
2. The implementation of major projects unless another project manager is appointed.
3. Appropriate contribution to the development of strategic and other long term plans and projects.
4. Establishment and effective management of good relationships with the Bass Coast Shire and all such service utilities and those of its officers with whom the club interacts from time to time.
5. Protection and preservation of the assets of the club.

3.2 Specific Responsibilities

3.2.1 Committee

- Prepare Agendas, a monthly Business and Operations manager's report and specific sub-committee reports for general committee meetings and sub-committee meetings as required.
- Attend general committee and sub committee meetings and facilitate timely and accurate minutes thereof.
- Follow up promptly on action items from general committee and appropriate sub-committee meetings.
- Recommend changes to the club's constitution as required
- Assist sub committees as required in the preparation of agenda, briefing papers, position papers, and policy documents.
- Ensure that all club policies are implemented correctly and as and when required.

3.2.2 Staff

- Facilitate weekly management meetings to exchange with staff all required communications, reports, initiatives, directives and general feedback regarding the operations of the club.
- Lead, motivate, manage, and train all club staff to ensure that a strong high quality service culture is established and that this service is consistently provided to all members and guests.
- Develop, maintain, and continuously review a management philosophy and structure which ensures the efficient and effective operation of the club. This will include maintenance of up-to-date job descriptions, desk instructions and checklists, as well as a program of staff objectives and appraisals.
- Recruit, counsel, and discipline staff
- Ensure all staff are employed within the minimum workplace entitlements of the Fair Work Act 2009.

3.2.3 Administration

- Ensure that the administration systems of the club are maintained up to date and are secure.
- Ensure that all correspondence is dealt with in a timely manner.
- Ensure that at all times the club is aware of and complies with whatever legislation or regulations apply to its activities.

3.2.4 Occupational Health & Safety

- Ensure that all documentation and record keeping required under the Work Health & Safety Act (2012) or Occupational Health & Safety Act (2004) is maintained complete.
- Manage the Club's WHS systems including the WHS Committee.
- Ensure that all staff perform their duties in a safe manner and in compliance with the Club's WHS policies and procedures.
- Ensure staff receive adequate training in safe work practices.
- Ensure that all equipment is maintained in a safe operable manner.

3.2.5 Finance

In conjunction with administration, manage and control the club's financial affairs to ensure all information for the monthly general committee is prepared on a timely, accurate and informative basis. This includes, but is not limited to:

- Preparation for the general committee approval process the annual trading and capex budgets.
- Management of the club's operation within the approved budgets and provision to the committee of monthly reports against budget and other agreed performance indicators..
- Management of the club's cash position and the provision to the general committee of monthly cash flow reports.
- Liaison with the club's bankers on matters pertaining to the club's banking arrangements and interest rate management. Management within approved authorities and policies of the club's cash balances and/or short-term financing requirements.
- Ensuring that all of the club's corporate compliance requirements, including appropriate insurances are professionally observed, appropriate and current.

3.2.6 Course

Provide day-to-day management and administrative support to the superintendent so as to ensure that course maintenance programs and policies are implemented.

- Attend a monthly Greens committee meeting so that project development and implementation, maintenance standards and course presentation are at a level which complies with the policy guidelines developed

3.2.7 House Operations

Direct and control the activities of the house manager to ensure that:

- The provision of food and beverage services to members and guests is carried out safely, in compliance with safe food handling practices, and according to agreed policies, practices, and quality standards.
- Ensure that the staff is trained and that beverage services are provided in compliance with statutory licensing authorities and all associated legislation.
- Ensure that the facilities of the clubhouse are presented to members at a consistently high standard.
- Contribute to the key task of controlling front of house staff costs by ensuring that the management and all administrative staff are appropriately trained and are available to assist with food and beverage service whenever peak demands require such assistance

3.2.8 Pro-shop

Ensure that the Management Agreement with the contracted golf professional is actually meeting the day-to-day needs of the Phillip Island Golf Club and its Members.

3.2.9 Membership Marketing and Promotion

Develop and implement a strategic marketing and communication plan focusing on the long term growth of Golf and social membership, and green fee visitors to The Club.

- Liaise with the Professional to develop pathways for juniors, Ladies and Men from introduction to golf to membership.

3.2.10 General

- Carry out all duties & responsibilities in a manner befitting the most senior employee of the club.
- Represent the club at functions and events as required.
- Become personally acquainted with as many members as possible and play golf with members from time to time.
- Unless otherwise approved by the general committee, devote all working time and attention to the duties of the club.
- Ensure that all club property, including equipment, is maintained in good clean working order and stored in a secure manner.
- Liaise with the Bass Coast Shire and service utilities on matters pertaining to the club's properties and service supplies.
- Maintain liaison with the club's reciprocal clubs and state and national golfing bodies.
- Act as the Public Officer in accordance with the Associations Incorporation Act (alter if Company Limited by Guarantee)
- Act as Nominee in accordance with the Liquor Control Act
- Provide timely and appropriate communication, including by email, the club website, social media, notice boards and personal presence to all staff and members.