



Heaton Moor Golf Club Limited

CLUBHOUSE DIRECTOR ROLES AND RESPONSIBILITIES

General Responsibility

The Clubhouse Director will be accountable to the Board of Directors for ensuring excellent bar and catering services are provided for members and visitors and for maintaining the Clubhouse and its surrounds in the best possible condition throughout the year. The clubhouse Director will develop, maintain and implement a 3-year Clubhouse Improvement Plan.

The Clubhouse Director will attend and play an active and constructive role in Board meetings and Club General meetings. They must be familiar with and comply with the Memorandum and Articles of Association and Bye Laws of the Club at all times.

Specific Responsibilities:

Operational

Oversee the day to day management and provision of bar and catering services provided in the Clubhouse and ensure they meet the needs of the Club, members and visitors at all times;

Provide written monthly report to the Board covering current operational issues and highlighting any issues for discussion by the Board;

Monitor expenditure against budgets and progress against income generation or cost reduction targets and report quarterly to the Board (June, September, December & March.);

Monitor that weekly rotas and timesheets are being produced by the Bar and Clubhouse Supervisors in the correct manner;

Ensure all staff are appropriately trained and sufficient staff are available to provide bar service for members and internal and external social functions;

Ensure all staff training is formally recorded and that staff's personal performance is regularly reviewed and documented formally at least annually;

Ensure the Club policies and procedures in place to comply with all applicable legislation and statutory requirements are implemented and followed by the Bar and Catering Staff;

Work with the Club Secretary to ensure that all elements of the HMGC Health and Safety Management system are implemented and followed by the Bar and Catering Staff. Fully co-operate with the external Health and Safety consultant;

Ensure cash is banked regularly and cash holdings are kept at agreed levels;

Deal with issues raised by neighbours, members or visitors promptly and professionally;

Build positive relationships with the Membership and encourage constructive feedback;

Generate a positive and supportive working environment for staff and encourage open and honest communication;

Provide report for the Annual General Meeting;

The Bar and Cellar

Ensure that all licensable acts are carried out in accordance with current Licensing Act, Premises Certificate and Personal Licence;

In conjunction with the Bar and Clubhouse Supervisors agree annual budget, income generation and cost reduction targets with the Finance Director for approval by the Board;

Review brewery annual increases with the Brewery Representative and present proposals to the Board for approval;

In conjunction with Finance Director, review bar stock-taker's monthly report and take action if necessary;

Recruit and appoint the Steward as required with approval of the Board;

Catering Contract

Recruit and appoint the Catering franchisees with the approval of the Board;

Agree all aspects of the catering service to be provided and undertake a review of the catering services provided annually with the Caterers;

Ensure staff understand and comply with all relevant legislation particularly Health and Safety and Food Hygiene.

Other Contracts

Work with the Finance Director to review all supplier contracts at least every two years to ensure Club is receiving best value for money;

The Improvement Plan

Prepare, maintain and implement a 3-year Clubhouse Improvement Plan and report progress quarterly to the Board;

General Maintenance

Liaise with the Gardening Volunteer Team to maintain gardens and surrounds throughout the year; (Note 1)

Ensure all Clubhouse bar and kitchen equipment, furniture, fixtures and fittings and decoration is well maintained;

Maintain a full inventory of Clubhouse furniture fixtures and fittings, including the kitchen, and ensure this is reviewed and updated at least annually;

Ensure Clubhouse is kept secure out of hours and that key holders are appointed and they are aware of the Security Alarm response procedures;

Clubhouse Sub Committee

Chair and lead the Clubhouse Sub-Committee;

Identify Sub-Committee members to fill the roles of Clubhouse Sub Committee Secretary and Treasurer;

Note 1: - The Clubhouse Directors responsibilities include the buggy storage shed and garage, practice nets; the gardens, patio, tarmac paths around the Clubhouse, the car park and the driveway.