

**JOB DESCRIPTION**

**POSITION:** Course Manager

**HOTEL:**  Manor House Hotel

**DEPARTMENT:** Golf

**REPORTS TO:** Golf Club Manager

**DOTTED LINE REPORT**: General Manager

**RESPONSIBLE FOR: (Team)** Greenkeepers

**DATE:** 19th November 2019

**WRITTEN BY:** H Griffin

**Updated (date):**

**ORGANISATION CHART**

**JOB PURPOSE;**

To take assertive and effective ownership of the Golf Course. To ensure that the whole course is maintained to a consistently high standard. To act on innovative ideas and implement them where possible and relevant. Develop a motivated team of individuals with personality and character, ensure they are trained to a high standard in order to deliver the attention to detail required. Communicate in an effective manner and demonstrate orderly financial and administrative controls, with particular emphasis on Health and Safety.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* Communicating with the members on a regular basis to keep them updated with course related matters.
* Form part of the staff tournament team to help deliver exceptional tournaments for both members and our guests.
* Attending quarterly course walks with the Captains, maintaining a list of tasks and liaising with the Golf Club manager on action plans to maintain quality and presentation of course.

**Exclusive People**

* Manage rotas, time and attendance systems, overtime authorisation, attending supplier meetings.
* Supporting Greenkeepers undertaking training courses by coaching and mentoring.
* Supervising and supporting a team of 6 full time and 2 part time Greenkeepers , scheduling work on a day to day basis.
* Maintaining the daily diary of greenkeeping tasks.

**Improve Profit and Increase Revenue**

* Undertaking winter project works, (eg managing the construction of dry stone walling to provide a solution to erosion on the green)
* Producing and achieving a running cost budget, negotiating with suppliers to obtain the very best pricing for products in accordance with our purchasing procedures.

**Strong Brand**

* Keeping up to date with new technology and innovations
* Maintaining a good working knowledge of irrigation systems
* Ensuring golf course is presented in the best condition by liaising with the Golf Club Manager and making recommendations
* Form part of the staff tournament team to help deliver exceptional tournaments for both members and our guests.
* Managing all Health and Safety documentation (risk assessments, training matrix, COSHH, ensuring legally required certification is acquired.

**Health and Safety**

1. To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.

2. The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.

3. To report any defects in the building, plant or equipment according to hotel procedure.

4. To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.

5. To complete Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.

1. To be fully conversant with:
* Crisis Manual
* The Hotel Fire and Bomb Procedures
* The Hotel Health and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Employee Handbook

**General**

* Display a professional image of Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

**Skills & Experience Required**

* NVQ Level 2/3 in Sports Turf Management, or working towards the qualification
* Pa1, Pa2 and Pa6 spraying qualification preferred or prepared to achieve
* Chainsaw licence is preferable but not essential
* Full valid driving licence
* 3 – 5 years experience of greenkeeping/golf course
* Supervisory experience is required
* Knowledge of modern machinery
* Flexible approach to work, working hours and weekend duties
* Highly motivated and with an ability to work as part of a team or on own initiative
* Good communication skills a) with the membership in order to build good relationships and b) with the team to motivate and support
* Ideally a golfer or having a sound knowledge and understanding of the game and course performance

**NOTE:** This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

Employee Name (print) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date

Employee Name (Signature) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_