



KOOYONGA

CLUBHOUSE OPERATIONS MANAGER

JOB & PERSON SPECIFICATION

OCTOBER 2021

KOOYONGA

POSITION DESCRIPTION

POSITION: Clubhouse Operations Manager

REPORTS TO: General Manager

INCUMBENT:

DATE:

The Club's vision is to be recognised as one of Australia's premier golf clubs, with its mission to provide members and guests an outstanding experience on a championship golf course together with first class facilities and services.

The Club has developed a strategic plan for 2020-2025 which includes the following key strategic objectives for the clubhouse & hospitality:

- *To provide a food and beverage offering that is on par with quality restaurants in Adelaide, with our membership actively choosing Kooyonga for some of their dining requirements*
- *To deliver consistently high levels of service to members that exceed their expectations*
- *To provide a wide variety of well supported social events that satisfies member needs and continues to grow the camaraderie amongst the membership*
- *To consistently meet annual income targets from corporate and other significant third-party events and ensure that these events have minimum impact on the amenity of the membership*

Key Outcome by 2025

The Kooyonga Clubhouse atmosphere is alive, progressive and vibrant with much broader participation of membership accessing a wider range of facilities underpinned by first class service

The Clubhouse Operations Manager is responsible for the management of all clubhouse and on-course hospitality services at Kooyonga Golf Club.

PRIMARY ROLE

- To manage the clubhouse facilities, supervise staff and provide other hospitality services that are befitting a prestige private golf club.
- To ensure the Club's hospitality services are managed in an efficient and effective manner.
- To provide exceptional service to members, guests and visitors of Kooyonga Golf Club.
- To ensure the clubhouse is presented and maintained in a manner that promotes the high standards expected at Kooyonga Golf Club.
- The Clubhouse Operations Manager is responsible to the General Manager for the effective seven day a week operation of the Club's hospitality services.

Position Description – Clubhouse Operations Manager

KEY RESULT AREAS

1. Responsible for the day-to-day running of the Food and Beverage facilities

Performance Criteria

- Presents the Clubhouse facilities in a manner that promotes the high standards expected at Kooyonga Golf Club
- The operating budget is achieved, or a satisfactory explanation for variances provided
- Key performance indicators including gross profit percentages and wage percentages are maintained within budgetary guidelines for member and non-member services
- All facilities are open on time and operated within approved hours
- Feedback from members, guests and visitors show the quality of food and services to be of a superior standard
- The service of alcohol has met the Clubs responsibilities under the Act
- Daily takings and floats are balanced as required, or a satisfactory explanation of variances provided
- All complaints have been responded to in a timely manner to the satisfaction of the General Manager
- Facilities presented all comply with the appropriate government regulations resulting in no complaints from any regulatory authority
- The Clubhouse is maintained in a safe, operational and hygienic condition

2. Responsible for the organising and implementing of all external functions and member events

Performance Criteria

- Responds to function inquiries, preparing quotations within appropriate time and pricing parameters
- Meets with clients and conducts site inspections and meetings to finalise event details where required
- Maintains efficient and up to date filing system on all confirmed, tentative and completed functions
- Prepares and distributes function sheets in accordance with catering procedures and systems
- Ensures accounts are prepared accurately and sent to clients on a timely basis and are charged in accordance with the Function Pricing Policy
- Marketing material and sales packages to promote weddings, corporate golf and external functions are developed and updated regularly
- Ensure Weddings, Corporate Golf Days, Seminars and Other Functions run smoothly with no legitimate complaints from members or the client
- The level of service provided to all external functions is rated as very good or better

Position Description – Clubhouse Operations Manager

- All members functions are well promoted and minimum numbers achieved, with positive feedback from those who attended
- Member Functions are successful with no legitimate complaints from members
- Organise stock requirements for functions eg serviettes, balloons, helium etc
- No complaints from any person attending function regarding standard of service, facilities or food and drink

3. *Manages Hospitality Staffing Requirements*

Performance Criteria

- Salary expenditure is maintained within budget
- Rosters are completed and posted on notice boards with 14 days notice provided to staff wherever possible
- Time records for staff are verified on a timely basis each week
- The performance of staff is closely managed and appropriate action taken where necessary
- A staff training and development plan is prepared and updated annually
- Staff meetings are held at least bi-monthly
- Staff performance reviews are completed as required, with full-time employees to be appraised on a six monthly basis as a minimum
- The dress and presentation of the staff consistently meets the agreed standards
- Workplace OH&S policies and safe operating procedures are developed, maintained and adhered to at all times
- First aid and emergency plans are maintained and updated annually

4. *Responsible for all facets of stock control, including purchasing, receiving, storage and usage.*

Performance Criteria

- Beverage products are procured at competitive prices and favourable terms for the Club, in accordance with the Clubs purchasing policies
- The stock levels have been shown to be appropriate to meet anticipated sales
- Stocktakes are completed on a monthly basis and a satisfactory explanation for variances provided
- Implements an appropriate stock control/ rotation regime which maximizes efficiency and minimizes wastage
- Wastage records are maintained and reported on monthly

5. Responsible for overseeing the kitchen team

Performance Criteria

- Menus developed for member services & external functions are shown to be popular and within agreed budgetary guidelines
- All meals are prepared to a high standard of quality
- The delivery of all meals is within acceptable timeframes as agreed
- The kitchen is maintained in a safe, operational and hygienic condition
- The kitchen complies with the appropriate regulations resulting in no complaints from any regulatory authority

6. Ensures the Clubhouse is cleaned and maintained at an agreed standard

Performance Criteria

- Cleaning specifications and required standards have been met by the Clubs contract cleaners and monthly inspections are completed
- All necessary repairs to the clubhouse and its plant and equipment are carried out in a timely fashion
- Contractors have received an appropriate level of supervision and the quality of work has been of an appropriate standard required
- Cleaning and maintenance contracts are reviewed regularly to ensure competitive prices and favourable terms for the Club

7. Overall responsibility for the implementation of policies established by the General Manager and Committee with respect to the management and administration of the club's hospitality services.

Performance Criteria

- Operating procedures have been adhered to and any recommended changes have been submitted to the General Manager for approval
- Management and Committee policies have been adhered to with particular attention placed on compliance with dress code and mobile phone policies
- Attends House Committee meetings as required
- Regularly reports to the General Manager regarding hospitality services

8. To provide input into the development of the Clubs annual operating and capital budgets and business plans

Performance Criteria

- A draft manpower plan and operating budget for the Club's hospitality services is prepared for review by the General Manager by 15th January each year
- A five year capital replacement forecast and clubhouse maintenance plan is developed and updated annually

Position Description – Clubhouse Operations Manager

9. *Participates as a member of the senior management team*

Performance Criteria

- Consistently presents a professional image and demeanor to both members and visitors of the Club
- Maintains strong relationships with Club members and fosters Club culture
- Provides input to the future strategic plan of the Club

KEY COMPETENCIES

- Excellent customer service skills
- Ability to lead and manage a team
- A high degree of administrative and executive ability
- Excellent oral and written communication skills
- Strong attention to detail
- Proven organisational and project management skills
- Ability to work and lead under pressure
- Strong knowledge of the hospitality industry
- Ability to multi-task, prioritise and manage time effectively
- Ability to work hands on, independently and within a small team environment
- Proven interpersonal skills and the ability to build strong working relationships with staff, industry stakeholders and relevant associations
- Appropriate financial skills to understand financial reporting



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Justin or Hannah Way on (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.