



Seaford Town Council

General Manager

JOB DESCRIPTION

Responsible to: Town Clerk

1.0 Job purpose:

To ensure the efficient management, marketing and maintenance of The View (formerly known as Seaford Head Golf Clubhouse (excluding the Pro Shop)).

The key responsibility of the role is to maximise profits from the successful management of the building.

2.0 Duties

The Venue:

(with support from the Assistant Manager and Golf Professional)

- 2.1 To maintain The View to a high standard, ensuring compliance with health and safety regulations.
- 2.2 To carefully manage the use of The View so that commercial activities and golfing activities work alongside one another as smoothly as possible.
- 2.3 To manage all events and functions, including the hiring of the venue.
- 2.4 To manage the catering within The View; assisting with menu planning and pricing.
- 2.5 Ensuring that all customers' wishes are met so far as is reasonably possible, providing quick service for last minute changes. Dealing with any customer complaints and obtaining feedback from customers, using this to improve service.
- 2.6 Ensure product quality, great service and that new products are executed properly following roll out.
- 2.7 To ensure opening and closing procedures are planned for and adhered to every day. Including ensuring total receipts balance against sales and deposit receipts.

Marketing and Development:

(with support from Marketing Manager and Administration Assistant)

- 2.8 To market the club facilities to maximise the use of The View for non-golf activities such as private functions, music and comedy nights, weddings and other appropriate commercial activities.
- 2.9 To maximise the use of The View by casual users for refreshments and alcohol sales.
- 2.10 To ensure that golf members and casual golfers needs are catered for when using The View.
- 2.11 To work alongside the Town Clerk and Golf Committee, to develop, monitor and review the strategic plan for The View including a marketing plan.

Business Management:

(with support from the Assistant Manager and Town Clerk)

- 2.12 To maximise the profit generated from The View after covering all expenses for which a bonus will be paid annually in July as 10% of profits made.
- 2.13 Achieve maximum profitability and overall success by controlling costs and quality of service, considering achievement of budgeted food sales, beverage sales and labour costs.
- 2.14 To purchase necessary consumable items in accordance with the Council's Financial Regulations. Ensuring that deliveries of consumables and other items purchased are of a desired quality.
- 2.15 To undertake and review Health and Safety and Risk Assessments for The View.
- 2.16 To monitor and review The View contracts and suppliers.
- 2.17 Maintain records for inventory, labour cost, food cost etc.
- 2.18 Development and maintenance of all department control procedures and an overall manual for The View.

Staff:

(with support from Assistant Manager)

- 2.19 To manage The View staff (excluding Pro Shop staff); organising rotas, overseeing performance, approving holidays and other day-to-day supervision duties.
- 2.20 To delegate tasks and follow up effectively, encouraging staff development.
- 2.21 To anticipate and report staffing issues to the Town Clerk.
- 2.22 To create a positive team atmosphere among staff members, ensuring feedback, coaching and effective management of all members of staff and casual workers.
- 2.23 To ensure staff are properly trained in the use of equipment and have the relevant protective clothing, where required.
- 2.24 Responsible for ensuring good levels of staff attitude and appearance.
- 2.25 To keep staff informed of The View objectives and standards.
- 2.26 To show a constant united front of management to the staff.

General:

- 2.27 To liaise with the Golf Professional, Head Greenkeeper, Golf Club officials and other Seaford Town Council staff as required to ensure best practise in the execution of works and the smooth operation of The View, attending meetings as and when required.
- 2.28 To perform all tasks with the minimum of supervision, undertaking duties with due diligence and ensuring that all provisions of the Policies of the Council, in particular the Financial Regulations applicable to the post, are met.
- 2.29 To exercise the required duty of care in respect of Health and Safety at Work Act and all Council policies, practices and procedures on health and safety matters.
- 2.30 Comply with all statutory requirements and other instructions regarding the safe storage and use of chemicals, materials, machinery and equipment.

- 2.31 Ensure that safety equipment and protective clothing is used at all appropriate times and maintained to the correct standard.
- 2.32 To show flexibility to meet the demands of the post.
- 2.33 To undertake any other duties required by the Council consistent with the level and scope of the post.