

GENERAL MANAGER PROFILE: PORTMARNOCK GOLF CLUB DUBLIN, IRELAND

THE GENERAL MANAGER OPPORTUNITY AT PORTMARNOCK GOLF CLUB

The General Manager at Portmarnock Golf Club oversees the club's daily operations, ensuring efficient functioning across all departments while maintaining high standards of service and facilities. This role involves managing and developing staff and fostering a culture of continuous improvement. The position includes oversight of the club's financial management and focuses on delivering an exceptional experience for members and visitors through targeted initiatives and prompt attention to feedback. The General Manager participates with the Committee in developing strategic objectives and policies and provides regular operational and financial reports. The position requires strong leadership skills, financial acumen, and substantial experience in hospitality or club management. A thorough understanding of club culture and a commitment to service excellence are essential for success in this role.

ABOUT PORTMARNOCK GOLF CLUB

Portmarnock Golf Club, founded in 1894, is in Dublin, Ireland. Its championship links are consistently ranked among the top golf courses in the world. With a rich history closely aligned to the progression of golf in Ireland, Portmarnock has hosted many major professional and amateur events, including multiple Irish Open Championships, the Walker Cup, and multiple Amateur Championships. Portmarnock Golf Club is consistently ranked among the best links golf courses in the British Isles.

The clubhouse's heritage dates back to 1905. It includes Bradshaw, Pickeman, and Presidents Dining Rooms, which afford panoramic views of the links for our members, guests, and visitors.

PORTMARNOCK GOLF CLUB WEB SITE: www.portmarnockgolfclub.ie

MAIN RESPONSIBILITIES

- Oversee the management & operation of the Club and ensure compliance with Club operating standards and procedures.
- Set operating performance and departmental accountability for Catering, Operations, Administration, and Links, including budgets and financial plans.
- Motivate and mentor all staff, and lead from the front.
- Create a welcoming environment for all members and visitors to the course and clubhouse and ensure both are presented to the highest standards.
- Maintain a visible presence and communicate frequently and thoroughly with the membership.
- Develop plans to maintain and improve member satisfaction.
- Actively participate and influence decisions of the Committee and relevant sub-committee operations, mentoring other senior staff members.
- Take a lead role in the Commercial Marketing plan to position the Club with the appropriate audience and optimise opportunities.
- Work closely with the Club Professional to ensure efficient and effective service delivery to members and visitors.

CANDIDATE SUCCESS CRITERIA

The following priorities have been identified for likely initial primary focus:

- Observe, listen, ask questions, and learn about the culture and heritage of PGC.
- Display excellent interpersonal, people management, and communication skills and demonstrate at least five years of relevant experience, including managing and motivating staff.
- Proven management and administration skills with a well-organised and efficient style.

- A strong track record of managing a multi-functional team with an emphasis on people management.
- A high level of enthusiasm and commitment to the role.
- High levels of organisation, efficiency, and attention to detail.
- A strong track record of providing service excellence.
- Business acumen, financial literacy, and excellent IT skills.
- First-class communication, leadership, motivation, and diplomacy skills.
- A flexible approach to working hours with some weekend work and the ability to work under pressure.

CANDIDATE QUALIFICATIONS

A minimum of 4-7 years of leadership/management experience, preferably in a GM role in a golf club or leading a hospitality operation outside of the club industry.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- A bachelor's degree is preferred with a focus on Hospitality or Business Management.
- In lieu of the degree, substantial private club or hospitality experience will be considered.
- Industry certifications such as CCM are encouraged but not required.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV and cover letter in that order using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Mr. Fergus Bolger, Honorary Secretary, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and other factors that make Portmarnock Golf Club attractive to you.

You must apply for this role as soon as possible but no later than Thursday, 22nd August 2024. Candidate selections will occur in late August, with the first Interviews expected in early September 2024 and the second interviews a short time later.

IMPORTANT: Save your CV and letter in the following manner:

"Last Name, First Name - CV" &

"Last Name, First Name - Cover Letter – Portmarnock GC"

(These documents should be in Word or PDF format)

Note: Once you complete the application process, you are not able to go back in and add additional documents.

[Click here](#) to upload your CV and cover letter.

If you have any questions, please email Patty Sprankle: patty@kkandw.com

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