

GOLF OPERATIONS MANAGER PROFILE: HINDHEAD GOLF CLUB SURREY, UK

GOLF OPERATIONS MANAGER OPPORTUNITY AT HINDHEAD GOLF CLUB

Hindhead Golf Club is seeking an experienced and highly organised Golf Operations Manager to take overall responsibility for the day-to-day management and smooth operation of all golf activities. This includes overseeing competitions, managing society and visitor bookings, coordinating events, and ensuring the seamless administration of operational processes. Reporting directly to the General Manager, the role is pivotal to creating an exceptional experience for all members, guests, and visitors, balancing high service standards with efficient, effective operational delivery. The successful candidate will act as a central point of contact across the Club, working closely with the management team, the committee, and wider staff to ensure every aspect of the golf operation is delivered to the highest standard, while driving continuous improvement and supporting the Club's service development.

ABOUT HINDHEAD GOLF CLUB

Hindhead Golf Club is a stunning heathland course set beside the natural amphitheatre of the Devil's Punchbowl in Surrey. Founded in 1904 by a group of golf enthusiasts, including Sir Arthur Conan Doyle, the course was designed by J.H. Taylor and is widely regarded as one of the most picturesque and enjoyable layouts in the country. The front nine weaves dramatically through valleys bordered by heather, pines, and seasonal bursts of colour, creating a sequence of holes that are both scenic and memorable. In contrast, the back nine presents a more understated challenge, set against elevated heathland with panoramic views of the Surrey countryside.

The course has been sensitively enhanced in recent years by the Course Manager, his team, and contractors, following a master plan prepared by Tom Mackenzie of Mackenzie & Ebert, further refining its playability and presentation. Hindhead is consistently ranked in the Top 100 in the UK & Ireland and in the Top 40 in England by the Top 100 Golf Courses website. It has hosted prestigious events, including the Regional Open Qualifying, Senior Open Qualifying, and the English Senior County Finals. The venue is set to host the 2027 Women's Surrey County Championships and co-host the 2027 Men's English Senior Championship. With its combination of natural beauty, thoughtful design, and rich heritage, the club offers a golfing experience that captivates both members and visitors alike.

HINDHEAD GOLF CLUB BY THE NUMBERS

- Approximate number of playing members across all categories: 700
- Number on waiting list: over 200
- Joining Fee: from 2026 ~£5k
- Annual Subscription for Full Member: ~£2.4k
- Approximate total Green Fee revenue: £380k
- Approximate number of golf rounds: 38,000
- Number of club competitions & opens: ~110 club competitions & 3 opens per year
- Club Accounting System – Xero
- Golf Software: Intelligent Golf

HINDHEAD GOLF CLUB WEBSITE: www.hindheadgolfclub.co.uk

GOLF OPERATIONS MANAGER POSITION OVERVIEW

Key Responsibilities

- Oversee club-related golf activities, ensuring a consistently high standard of service for members and visitors.
- Manage visitor tee bookings and society events, including planning, catering coordination, communication, and on-the-day delivery.

- Administer all member competitions in collaboration with the Professional team, Open and Invitation events, and inter-club matches, including scoring, results, and prize allocation.
- Maintain and manage handicap records and provide support for WHS processes.
- Manage and schedule the Course Marshal to ensure pace-of-play and course etiquette.
- Oversee the buggy fleet, ensuring safe operation, maintenance, and compliance with health and safety standards.
- Support health and safety compliance, including risk assessments, incident reporting, and operational checks.
- Collect and report golf and course usage statistics to support informed operational decisions.
- Plan and coordinate the club diary for golf, social events, matches, societies, and visitors, avoiding conflicts, maximising utilization, and maximising member course access whilst being aware that external income is very important to the club and forms a significant percentage of the total income.
- Prepare member communications, newsletters, and social media content in collaboration with the Club's marketing and communications provider, which reflects the Club's brand and engages the membership.
- Support the Golf, Membership, and Social Committees with reports, meeting attendance, and implementation of actions.
- Contribute to delivering the Club's Women in Golf Charter commitments, supporting inclusion and participation initiatives.
- Bring experience from a private members' golf club or high-service golf environment, with strong knowledge of golf operations, competition administration, handicapping, and event management.
- Demonstrate excellent organisational and planning skills, with the ability to prioritise multiple tasks accurately and efficiently.
- Possess strong interpersonal and communication skills, engaging effectively with members, visitors, colleagues, and committees.
- Work collaboratively across teams, showing initiative, flexibility, and calmness under pressure.
- Maintain a professional, well-presented, and positive approach, representing Hindhead Golf Club with integrity and enthusiasm.

CANDIDATE EXPERIENCE, SKILLS & EDUCATION

- Proven experience in a golf operation or comparable high-service hospitality environment.
- Strong knowledge of golf operations, including competition administration, handicapping (WHS), tee sheet management, and event coordination.
- Demonstrable experience in planning and delivering society visits, Open/Invitation competitions, and inter-club matches.
- Proficiency with club management and competition software; ideally, Intelligent Golf.
- Excellent administrative, organisational, and planning skills, with the ability to manage multiple priorities efficiently.
- Strong interpersonal and communication skills, with the confidence and diplomacy to engage effectively with members, visitors, colleagues, and committees.
- Ability to work in collaboration with heads of department and operational staff.
- Knowledge of golf etiquette, rules, and the broader golf environment, with a professional, guest-focused approach.
- Strong attention to detail, commitment to operational excellence, and ability to stay calm under pressure.
- Flexibility to work five days from seven with regular weekend work required, occasional early mornings, occasional evenings and during key events as required.
- A proactive and solution-oriented mindset, demonstrating initiative and a desire to continuously improve the member and guest experience.
- Additional professional qualifications or certifications in golf, club management, or customer service (e.g., CCM, CMDip, GCMA, PGA) are advantageous but not essential.

SALARY AND BENEFITS

A highly competitive salary, education support, plus benefits.

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 **Chris Donovan, General Manager of Hindhead Golf Club**, and clearly articulate your alignment with this role, why you want to be considered for this position at this stage of your career, and why Hindhead and the Surrey, UK area will be beneficial to you, your family, your career, and the Club if selected.

You must apply for this role as soon as possible but no later than Friday 16th January 2026. Candidate selections will occur in late-January, with the first Interviews scheduled for early February and second interviews following a short time after.

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

“Last Name, First Name - CV” &

“Last Name, First Name - Cover Letter – Hindhead”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, 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 or Michael Herd: michael.herd@kkandw.com

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