

HEAD OF IT PROFILE: LOCH LOMOND GOLF CLUB DUNBARTONSHIRE, SCOTLAND

HEAD OF IT OPPORTUNITY AT LOCH LOMOND GOLF CLUB

The Head of IT at Loch Lomond Golf Club serves as a strategic leader responsible for ensuring that technology enhances every aspect of the club's operations and member experience. In addition to managing systems and infrastructure, they function as a vital business partner to departmental leaders, identifying innovative solutions that uphold the club's reputation for excellence. They oversee a dedicated team while managing key vendor relationships and maintaining strict compliance standards. The ideal candidate combines technical knowledge with strong commercial awareness, exceptional communication skills, and the ability to translate complex concepts for non-technical audiences. This role requires someone who can balance day-to-day operational needs with a forward-thinking vision, ensuring that Loch Lomond Golf Club remains at the forefront of technology whilst preserving the traditional values that make it one of Europe's most exclusive clubs.

ABOUT LOCH LOMOND GOLF CLUB

Founded in 1994, Loch Lomond Golf Club stands as one of Europe's most exclusive private members' clubs, nestled on the bonnie banks of Scotland's most famous loch. Set within the magnificent 660-acre Rossdhu estate, the club features a championship course designed by Tom Weiskopf and Jay Morrish, which has earned worldwide acclaim for its spectacular setting and challenging layout.

In 2011, the club underwent a significant transformation when its members purchased it, ensuring its continued status as a truly private sanctuary for golf enthusiasts. This member-owned approach has allowed the club to uphold its exceptional standards and exclusivity.

Loch Lomond has proudly hosted several prestigious tournaments, including the Scottish Open from 1996 to 2010, attracting the world's top golfers to its shores. The club has also welcomed events such as the Solheim Cup and Barclays Scottish Open.

Recognised as a Platinum Club of the World, Loch Lomond offers members and their guests with not only a world-class golfing experience but also extraordinary dining, accommodation in the historic Rossdhu House mansion, and unparalleled service throughout. Its limited membership and stunning location continue to solidify its reputation as one of the most sought-after golf destinations worldwide.

LOCH LOMOND GOLF CLUB WEBSITE: www.lochlomond.com

CURRENT SOFTWARE & CONTRACTS AT LOCH LOMOND:

- Finance – Sage
- HR – Planday
- EPOS & Bookings – Jonas Software
- Procurement - Concur
- Tee Times – Whoosh
- Member App – Pacesetter
- Outsourced IT Provider(s) – Bell Integration
- There are multiple servers across the site

KEY RESPONSIBILITIES

- Develop and execute the club's IT strategy, ensuring alignment with overall business goals and long-term growth plans.

- Identify and implement innovative technology solutions to enhance member engagement, operational effectiveness, and competitive advantage.
- Provide strategic direction on digital transformation initiatives, including cloud computing, AI-driven automation, and data analytics.
- Oversee the management and continuous improvement of the club's IT infrastructure, including hardware, software, networks, and telecommunications.
- Ensure the stability, security, and scalability of IT systems to meet current and future business needs.
- Implement and maintain key operational systems, including reservation platforms, member portals, point-of-sale (POS) systems, and CRM solutions.
- Manage data governance, ensuring data integrity, accessibility, and compliance with best practices.
- Develop and enforce robust cybersecurity policies to safeguard IT assets, member data, and business operations against cyber threats.
- Ensure compliance with data protection regulations such as GDPR and industry best practices for information security.
- Conduct regular IT risk assessments, vulnerability testing, and security audits to mitigate potential threats.
- Lead IT projects from conception to completion, ensuring they are delivered on time, within budget, and in alignment with business priorities.
- Manage relationships with external IT service providers, vendors, and consultants to optimize service quality and cost efficiency.
- Oversee contract negotiations, service level agreements (SLAs), and performance monitoring of third-party IT partners.
- Lead, mentor, and develop the IT team, fostering a high-performance culture and ensuring continuous professional development.
- Oversee IT support services, ensuring timely issue resolution and a high standard of customer service for members and staff.
- Establish and monitor IT service metrics to drive continuous improvement in technology support and responsiveness.
- Develop and manage the IT budget, ensuring cost-effective investments in technology while maintaining high service standards.
- Serves as the Club's Data Protection Officer, ensuring compliance with current GDPR regulations
- Identify and implement cost-saving initiatives without compromising operational efficiency or security.
- Provide regular reporting on IT performance, risks, and strategic initiatives to senior leadership.
- Ensure effective disaster recovery and business continuity planning to minimize IT-related disruptions.
- Maintain up-to-date knowledge of emerging technologies and industry trends to keep the club at the forefront of IT innovation.

CANDIDATE QUALIFICATIONS & EXPERIENCE

- Proven experience in a senior IT leadership role, ideally within a hospitality, club, or service-based environment.
- Strong technical knowledge across IT infrastructure, networks, and software solutions.
- Excellent project management skills with a track record of delivering successful IT initiatives.
- Strategic thinker with the ability to align technology plans with organizational goals.
- Strong leadership skills, with experience managing and developing a high-performing IT team.
- Effective communicator with the ability to engage with both technical and non-technical stakeholders.
- Familiarity with data protection, cybersecurity best practices, and regulatory compliance.
- Experience managing third-party vendors, service providers, and contract negotiations.
- Ability to drive digital transformation and implement innovative technology solutions.
- Strong problem-solving skills with a proactive approach to identifying and mitigating IT risks.
- Experience in budgeting, cost control, and optimizing IT investments for efficiency and impact.
- Ability to work under pressure, manage multiple priorities, and ensure business continuity.
- Up-to-date knowledge of emerging technologies and industry trends to maintain a competitive edge.

SALARY AND BENEFITS

Salary is competitive and commensurate with qualifications and experience. The Club offers a strong benefits package.

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 in your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to **Loch Lomond General Manager John Blanch** and clearly articulate your alignment with this role and why you want to be considered for this position at this stage of your career, and why LLGC and the Dunbartonshire 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 Wednesday 30th April 2025. The first Interviews are expected in early May 2025 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, LLGC-HIT”

(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

Lead Search Executive:

Michael Herd

Head of International Search & Consulting

+44 (0) 7903 035312 – United Kingdom

michael.herd@kkandw.com