

JOB DESCRIPTION

Job Title: Golf Assistant

Job Reference : GA/09/21

Contract : Permanent

Salary : £5.50 per hour to £9.55 per hour depending on age

Hours : Minimum 16 hours per week - Monday – Sunday Operation

Reports to: Golf Manager

POSITION SUMMARY:

To assist in the efficient every day running of the Golf Department.

Main Responsibilities / Key Accountabilities:

- Opening and closing up of the Golf Department
- Tee time management and booking
- Green fee handling
- Helping maintain and run the driving range
- Assisting in the booking of Golf Societies and competitions
- Responding to phone calls and emails
- Assisting in the running of Congo Rapids Adventure Golf
- Buggy cleanliness and maintenance
- Helping keep the Golf Department clean, tidy and in line with Health and Safety regulations

Planning and Organisation:

The Golf Assistant must know how to plan for the day ahead. Using tools such as the BRS Golf booking system you will know how to look to the day, week, month and year ahead to plan for customers arrivals, teeing off times and future reservations. When working on a close shift you must prepare for the following day at the Golf Club, leaving the reception area in a clean and respectable condition. Booking and buggy forms must be printed, organised and left in the correct place ready for the following day at work. Scorecards for competitions must be written out the day before a club event.

Decision Making and Use of Judgement:

The Golf Assistant must know when to ask for help. There is never a silly question in the work environment, so you can't be afraid to ask either a colleague or Manager if uncertain of any tasks.

Essential Internal and External Relationships:

The Golf Assistant is asked to create a positive relationship with both the Golf Manager and the Golf team. The Golf Department works closely with the Hotel, Bar, Kitchen, Events, and Leisure teams, so a positive relationship must be built with these departments also.

The Golf Club has over 300 Golf Members whom you will build a positive rapport with, as well as many local and repeat customers who both visit on the day and in the hotel throughout the year.

EMPLOYEE SPECIFICATION

	Essential (Insert below those skills, knowledge, education and experience that you have identified as essential)	Desirable (Insert below those skills, knowledge, education and experience that you have identified as preferred but not essential)	How Identified (Insert below how you will identify if they have these essential or preferred qualities)
SKILLS:	<ul style="list-style-type: none"> • Attention to detail • Positivity • Ability to work under pressure • Self motivated • Good verbal and written communication skills • Exceptional customer service skills 	<ul style="list-style-type: none"> • A strong interest in Golf • A strong interest in sport 	<ul style="list-style-type: none"> • Interview process
EDUCATION / KNOWLEDGE:	<ul style="list-style-type: none"> • Basic Maths and English • Experience of Microsoft Office or equivalent • A good understanding of golf 	<ul style="list-style-type: none"> • A good understanding of Ufford Park as a business 	<ul style="list-style-type: none"> • Qualifications or certificates and through the interview process
EXPERIENCE:	<ul style="list-style-type: none"> • Experience in a customer facing job role 	<ul style="list-style-type: none"> • Past experience working in or being a member of a golf club 	<ul style="list-style-type: none"> • CV

Every single member of staff at Ufford Park is critical to helping us operate. We can employ up to 150 people in peak season. All of our team members enjoy exclusive benefits such as lunch/dinner whilst on shift, free parking, a staff reward scheme, use of the pool, gym and discounted rates for use in our spa, accommodation, dining and treatments & golf, 28 days annual leave pro rata (inclusive of Bank Holidays) and membership to the Company Pension Scheme.