



# MOOR PARK GOLF CLUB

## JOB DESCRIPTION

**Role Title: Golf Operations Assistant**

**Responsible to: Golf Operations Manager**

***Are you a golfer looking for an opportunity in the golf industry? Join us and experience the day-to-day operations of a high-end members club.***

### **Purpose of Role:**

- To complete all tasks relevant to a successful members and guest experience
- Help to deliver an exceptional member experience
- To liaise with all relevant contacts both internal and external and using information available; prepare for the day ahead to the required standard, ensuring member and guest satisfaction
- To maintain standards and consistency of delivery of service as directed and in accordance to the policies and procedures set by the department
- Ensure timely and accurate completion of assigned individual tasks
- To ensure any member requests are handled effectively and any outside your area of expertise are raised immediately to the appropriate level

### **Hours & Remuneration:**

- You will be required to work annualised hours over five days per week, which will include regular weekend work
- 35 Hours between November – February and 45 Hours March – October
- Salary: £16,000-£20,000

### **Principal Duties & Responsibilities:**

- Collect and replenish the range balls at all given opportunities to ensure the ball machines are always topped up appropriately
- Ensure all customer facing areas of the golf operations are always kept clean and tidy
- Manage the tee sheet and players on the day to ensure all tee times are keeping up with the pace of place
- Present buggies as shown every morning for members/guests and maintain them to their highest standard through cleaning and other maintenance required
- Assist with the locker room management including the cleaning of shoes and clubs
- Complete starting duties when necessary, ensuring all those who tee off have been given the correct information as needed

- Liaise throughout the day with the golf shop to ensure members and guests needs are catered for in a timely manner
- Utilise Intelligent Golf and ESP to ensure you are aware of the events taking place on each day
- Adhere to all Health & Safety regulations and Club policies
- Communicate with other departments regularly when required to ensure the correct information is passed on

**Qualifications and experience required for this role:**

- Effective communication & organisational skills
- IT Literate: Word, Excel, ESP, Intelligent Golf, Golf Genius
- Ability to work well as part of a team and take initiative when solo working
- Being adaptable to the changing environment and requirements of the job throughout the year

*This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business. The post holder will be expected to participate in this process and we would aim to reach agreement to the changes.*