

**GOODWOOD**

**The Role**

The **Golf Operations Assistant** will be part of the Golf At Goodwood team and will report to the Operations Supervisor.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

To assist with the daily running of the Golf Operation within our fast paced multi course venue ensuring all operational and customer service standards exceed those expected at Goodwood at all times. You will have a key role in assisting customers through every stage of their customer journey, ultimately playing your part in helping Golf At Goodwood achieve its goal of being a member led, vibrant, feel good club.

**Key responsibilities**

* To provide excellent customer service to all members and guests, dealing with their requests and enquiries in a timely and professional manner and anticipating their needs where possible through proactive activity;
* To promote and up sell appropriate services and products to all members and guests;
* Build strong rapport with members and guests through consistent and professional customer engagement;
* Maintain a full knowledge of the Club membership systems, including unique selling points;
* Maintain the smooth and pro-active running of the daily golf operation, completing daily checklists and ensuring minimum disruption to golfers, from pace of play management of both golf courses to maintaining facility and customer service standards across all operational areas such as driving ranges, hire services and golf reception;
* Understand and assist with the procedures and delivery of events, including large corporate golf days, societies and our own exciting members diary;
* Assisting with golf reception duties, including the check in process, retail operations and being responsible for daily cash handling, ensuring all transactions are processed correctly and end of day cash up’s balance;
* As and when required, perform club and equipment repairs such as re-spike and re-gripping services;
* To assist with daily golf administration tasks.
* Any other duties that may be reasonably requested in order to ensure satisfactory performance within the role and the wider team.

**Qualities & Attitudes you will possess**

* Positive and friendly with a “can do attitude”
* Passion for what you do
* Professionalism
* Has determination to get things done
* Someone who shows initiative and has a proactive approach to work
* Attention to detail
* Ability to prioritise and organise
* Take responsibility for yourself
* Confident to make decisions
* Enjoys working in a team
* Excellent communicator
* Enjoys a challenge
* Outgoing with a sense of fun!

**What skills and knowledge you need to be successful?**

* Ability to anticipate guest needs and respond appropriately to customer queries in order to meet and exceed their expectations;
* Capability to manage your time effectively and prioritise your workload
* A passion & understanding of golf is essential
* Knowledge and understanding of the services provided by Golf At Goodwood would be advantageous.
* Previous experience of working within a team and in a customer service environment would be highly desirable.
* Previous experience of working within the golf industry would be beneficial
* Driving Licence and reliable transport is essential due to the rural location of Goodwood

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |