

**GOODWOOD**

**The Role**

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

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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 Goodwood to be **‘the home of exceptional experiences’**.

**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 outdoor Golf Operations across all our operational areas, including two golf courses, two driving ranges, our vibrant golf academy and our hugely exciting short game area and par 3 course opening in Spring 2024. By communicating effectively with team members, managers, members and guests, you will ensure that all golf services are of an exceptional standard whilst providing a brilliant customer service to all.

**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 (such as future rounds and future weather or course conditions);
* 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 running of the daily golf operation ensuring minimum disruption to golfers; this will include first tee starting and marshalling of both golf courses, picking driving ranges and tidying academy facilities and maintaining our high standards throughout all operational areas.
* Complete the golf operations checklists as laid out by the Golf Operations Supervisors;
* Work closely with the Operations Supervisor and Reception team to manage the daily tee sheet, dealing with requests and bookings as necessary;
* Assist in the maintenance and general upkeep of our golf services, including our world renowned 58 strong Woody buggy fleet;
* Assist with the delivery of member competitions, society and corporate golf clients including set up, operation and clean-up;
* Ensure all operational areas, including both front and back of house area and our products and services, are maintained and presented in accordance with the standard operating procedures (including the driving range, buggies, bag storage, hire sets, electric and pull trolleys);
* Understand and be familiar with all competition procedures and the upcoming events calendar;
* Undertake any other duties that may be reasonably requested in order to ensure satisfactory performance within the role and 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 and golfing competitions is beneficial
* 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