

**GOODWOOD**

**The Role**

The **PGA Golf Professional / Junior Coordinator** will be part of the **Golf At Goodwood team** and will report to the **Academy 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 coordinate all junior coaching and pathways to membership, along with assisting the day to day golf operations and academy.

Working closely with the academy team to assist and support with day to day running of the academy operations across both golf courses. Helping implement all policies, procedures and training to ensure the highest standards are consistently maintained by effective use of communication with the PGA Professionals, Golf Operations team and managers. Coordinating all junior coaching programmes and junior pathway to membership. Stepping up when needed to ensure customers’ needs are met and procedures are followed.

**Key responsibilities**

* Coordinate a safe, fun and highly energetic junior program and pathway to membership
* Supervises preparation for all junior golf events
* Assist and deliver Ladies Get into Golf Programme lessons
* Assists the PGA Golf Professionals in planning, assigning and directing work to ensure the days operations are met, addressing complaints and resolving problems.
* Promotes all golf academy activities.
* Assists in the creation of lesson plans and provide both individual and group tuition.
* Assists in administering all point of sales application revisions and needs as it applies to green fee sales, merchandise sales, and member/guest credit billing
* Reconciles daily tee sheets, performs check-in, and receives payments from members and guests. Resolves discrepancies as it applies to duplicate charges and over or under payment.  Tracks all force posts and no show charges as applicable
* Assists the Retail Manager with merchandising and sales.
* Prepares for all golfers including coordinating scorecards, cart labels, rules sheets, score sheets, format sheets, requests, pairing sheets and hole assignments.
* Follows golf reception opening and closing procedures.
* Assists with staff training.
* Assist with the golf repairs business
* Takes an active role in the development of the Custom Fit experience across Golf At Goodwood
* Plays golf with members in social and competitive situations
* Incorporates safe work practices in job performance.
* Performs other duties in the Golf At Goodwood operation as required.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* PGA qualified or a registered trainee PGA member
* Experience with computerised POS and tee time system
* Experience of coaching junior and beginner golfers