



the home of golf®

Job Title: Seasonal Players' Assistant

Reports to: Players' Assistant Manager

### **Main Purpose**

To provide an efficient and effective starter and ranger service to the Trust ensuring that service delivery standards are met at all times.

### **Key Accountabilities**

- To ensure that Trust policy and procedures are adhered to in relation to effective service delivery of booking, payment, collection of green fees/cash handling and uplift.
- To meet and greet golfers; maintain high standards of customer care at all times.
- Assist with the provision of information and guidance to golfers.
- Maintain accurate statistics of rounds played daily on ballot sheets.
- Patrol all courses to allow an efficient flow of golfers pace of play according to Trust policy and procedure.
- Ensure that the standard of golf is requisite to that of the course being played and that golfers playing the courses are entitled to do so and have current links tickets/cleared to play by the starter.
- Check and clean vehicles on a daily basis and deal with faults according to Trust policy and procedure.
- Check radios on a daily basis and deal with faults following Trust policy and procedure.
- To understand the Trust's policy on Health and Safety and to ensure that all duties performed are carried out with full regard to the safety of customers, visitors, contractors and other employees.
- Any other duties required

### **Knowledge and experience required**

- Driving licence (essential).
- Basic knowledge of golf (desirable).
- Proficiency in the use of computer technology and communication systems at a basic level (essential).
- Knowledge of Health and Safety legislation (desirable).

### **Personal qualities**

- Good team player who works effectively with others.
- Good communication skills.
- Takes personal responsibility.
- Positive attitude to change.