



## **Job Description – Membership & Competitions Admin**

### **Role Context**

Elgin Golf Club is a premium golf club offering the highest standards to its members and visitors on and off the course. Our aim is to be the best inland course and club in the North of Scotland and be the club of choice in Moray. We have good membership numbers and this is part of what we believe contributes to be the “Elgin Experience”. Our golf course is maintained to the highest standards and our club house is warm and welcoming where our members and guests “Experience” the best of service and facilities.

**Job Purpose:** To lead in the administrative duties of the Golf Club for Membership & Competition Services

**Reporting to:** Club Manager

### **Key Responsibilities:**

- To offer the opportunity for members or any prospective clients or visitors of the golf club to play in a variety of formats, at the club and/or in tournament play, to be responsible for the administration of all Club and Open Tournaments, ensuring that there are sufficient staff/volunteers available to meet operational needs.
- To lead on the administration & completion of member bookings, visitor & society enquiries via email, telephone and internet (lead generated database).
- To include & update all club departments in the completion of all bookings
- To liaise with relevant HoD, Section leads on the annual fixture list, with its input to the Golf Management Software
- To coordinate the allocation of club & open competition prizes
- To contribute to the production of statistical data for the performance & participation of member & open competitions as well as golf course usage
- To meet and exceed financial revenue and contribution targets
- To adhere to standard operating procedures for all aspects of the financial operation of the Administration function. This includes book keeping, cash handling, discount and refund policies and procedures
- The planning and coordinating of tournaments and other golf events
- Maintain an understanding of the rules of golf and various golf formats
- To organise corporate, promotional, sales and marketing events, ensuring that they are properly structured, coordinated, communicated and delivered to benefit members, guests and other potential users of the golf club
- To promote the clubs reputation as a facility that consistently delivers high quality coaching, and expert tuition to the Junior Golf Program
- To liaise with the Senior Management team in the developing value-added services and products for the benefit of members and users of the facilities



- To actively participate in networking opportunities, developing links with external agencies (local schools, clubs, businesses, etc.) to promote the game of golf and facilities at the club to potential new members and golf participants
- To assist in the identification of individual training needs and complete regular performance reviews.
- Maintain a high level of appropriate personal and professional development reflective of current and/or future role responsibilities e.g. courses, qualifications, reading etc
- Maintain a good working knowledge of Golf Club Management Software implemented by the Golf Club

#### **People Focused:**

- Able to influence, strong interpersonal skills (able to maintain a congenial rapport with all whom he or she come into contact with), “no problem” mentality with a mindset for business acumen
- Focus on customer service excellence, building member and client relationships, organised (plans and prioritises, keeps accurate records), in touch with trends in the golfing industry

#### **Personal Attributes/Personal Traits:**

- Professional conduct and appearance, good time manager, self-motivated and keen to develop the Golf Club as a business, flexible, effective and natural communicator, pays attention to detail, uses initiative, reliable, customer focused, strong presentation skills, structured approach to tournament planning.

#### **Additional:**

- To work closely with other department heads and their teams to deliver the “Elgin Experience”
- To perform additional duties as identified by the Club Manager and Board in line with reasonable expectations associated with the role

#### **Particulars:**

- Part Time 15 – 20 hours per week
- Proposed Monday to Friday working with the requirement for occasional evening and weekend working
- £8.91 - £9.50 p/h pending experience