



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

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

Always inspired by Goodwood's heritage

Derring-Do

Daring to surprise and delight

Obsession for Perfection

Striving to do things *even* better

Sheer Love of Life

Sharing our infectious enthusiasm

Purpose of the role

To assist with the daily running of the outdoor Golf Operations across the two golf courses. By communicating effectively with team members and managers, you will ensure that all golf services are of an exceptional standard and are presentable and ready for customers to use.

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 marshalling of both golf courses, picking driving ranges and tidying academy facilities and maintaining our high standards throughout all Operations Areas.
- Complete the golf operations checklists as laid out by the Golf Operations Supervisors;
- Assist with the delivery of member competitions, society and corporate golf clients including set up, operation and clean-up;
- Ensure all products are maintained and presented in accordance with the standard operating procedures (including the driving range, buggies, bag storage, hire sets, electric and pull trolleys);
- As and when required, perform club and equipment repairs such as re-spike and re-gripping services;
- Understand and be familiar with all competition procedures and the upcoming events calendar.

Qualities & Attitudes you will possess

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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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! |
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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 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.

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