



JOB DESCRIPTION

Job Title:	Golf Operations Manager (Maternity Cover)	
Relationships:	Responsible to: Responsible for: Liaison with:	Secretary Golf Operations Assistant Tour Operators, Visitors, Members, Suppliers and other Club staff
Job Purpose Summary	<ul style="list-style-type: none"> • To manage the visitor golf experience. • To assist with the Dormie House operation • To manage the Club's social media and web presence • To assist with membership matters • To assist in the organisation of Club events • To maintain communication between departments 	
Key responsibilities	<p><u>Visitor Golf Experience</u></p> <ol style="list-style-type: none"> 1. Processing visitor reservations from requests received by telephone and e-mail 2. Processing and pursuing deposits and payments to confirm reservations 3. Manage the visitor journey through effective communication from the time of enquiry to the day of visit 4. Maintaining the BRS online reservation system 5. Liaising with all departments to deliver a world class visitor experience 6. Preparing daily visitor banking reports for accounts processing 7. Assisting the Secretary in developing relationships with tour operators 8. Preparing monthly sales and marketing reports. <p><u>Dormie House</u></p> <ol style="list-style-type: none"> 9. Manage the Bookings for Number 17 from the time of enquiry to check in 10. Liaise with the Clubhouse Manager to ensure the smooth operation of the Dormie House 11. Prepare monthly Dormie House Occupancy reports 	

Communication

12. Lead regular departmental manager operation meetings alongside the Clubhouse Manager
13. Produce function sheets for all Club events and ensure all departments are kept informed
14. Assist the Secretary in providing monthly updates to members about upcoming events

Marketing *(Preferred but not essential)*

15. Maintaining the Club public and Members' websites and Members' App
16. Manage the Clubs Social Media activity
17. Producing reports on social media and website usage.
18. Monitoring the Club's internet presence on affiliate sites to ensure information is consistent and current
19. Assist the Marketing Convenor with ad hoc tasks

Membership

20. Maintenance of the ClubV1 membership system ensuring that all membership records are kept up to date
21. Administration of membership nominations from initial nomination through to admission to membership
22. Assisting the Secretary with Membership mailshots – subscriptions, AGM notices etc
23. Assisting the Secretary with the preparation of agendas and papers for Committee and Sub-Committee meetings
24. Assisting the Secretary with any other Membership related matters.

Match & Handicap

25. Prepare annual fixture list
26. Assisting the Secretary in organising Club competitions, Dinners, matches etc
27. Support the Captain with administration of teams for Club matches.
28. Arranging engraving of Club trophies and medals as required.
29. Maintain Members Handicaps through the World Handicap System

	<p><u>Office</u></p> <p>30. Assisting in answering telephone enquiries.</p> <p>31. Other ad-hoc office tasks that may arise from time to time</p>
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