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Job Description

Job Title: Clubhouse Assistant	Duration of Post: Permanent
Reporting to: Clubhouse Team Leader	Working Hours: Shift Working
	Start Date: TBC

Main Purpose of Role

To support the delivery of key aspects of clubhouse services, ensuring our customers and colleagues always experience quality interactions and service through our values-led approach.

Key Duties and Responsibilities

- Preparation and cleaning of locker rooms, golf shoes and equipment, dealing with enquiries, and providing general support to golfers.
- Preparation and cleaning of facilities, including ground and surrounding perimeter, to agreed standard.
- Taking bookings, dealing with enquires, handling cash, delivery and receipt of goods, and maintaining proper records.
- Routine maintenance of equipment, facilities and moving of equipment as required
- Internal delivery/mail service for the Links.
- To understand and adhere to all Links policies and procedures.
- Any other duties that may be required.



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Person Specification

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.

Attributes	Essential	Desirable	Means of Assessment
Education & Qualifications	Good basic education		CV and interview
Experience & Knowledge	Ability to use Microsoft Packages	Maintenance and Cleaning experience Accurate and Efficient Cash Handling Administrative skills	
Competencies & Skills	Effective communication skills Ability to work on own or within a team Customer Service Attention to Detail Reliable and flexible		CV, interview and references
Other Attributes/Abilities	Customer focused Self-Motivated Positive, can do attitude		Interview

Essential Criteria – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

Desirable Criteria – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.



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Obligations as an Employee

You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.

You are required to comply with the Links health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.

You are responsible for applying the Links equality and diversity policies and principles in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer service within your own area of work.

You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.

You may, with reasonable notice, be required to work within other areas of the Trust.

You have the responsibility to engage with the Links commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.