



the home of golf®

Job Description

Job Title: Golfers' Assistants – Castle Course	Duration of Post: Seasonal
Reporting to: Castle Operations Manager	Working Hours: Shift Working
	Start Date: TBC

Main Purpose of Role

Responsible for the delivery of all key aspects of the front of house operation, ensuring our customers and colleagues always experience quality interactions and service through our values-led approach.

Key Duties and Responsibilities

- Meet and greet all customers and give assistance, information and guidance.
- Undertake the operation and set-up of the warm-up area, operate the bag drop and storage service.
- Directing all golfers to the reception area and locker rooms, and maintaining the locker rooms to the required standard.
- Adherence to all Links policies and procedures.
- Any other duties as required.



the home of golf®

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	Experience working in a customer facing role	Basic knowledge of golf	
Competencies & Skills	<p>Effective communication skills</p> <p>Ability to work on own or within a team</p> <p>Excellent Interpersonal Skills</p> <p>Attention to detail</p> <p>Customer Service</p>		CV, interview and references
Other Attributes/Abilities	<p>Customer focused</p> <p>Self-Motivated</p> <p>Positive, can do attitude</p> <p>Ability to work under pressure</p>		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.



the home of golf®

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.