

WE ARE RECRUITING MEMBERSHIP SERVICES CO-ORDINATOR

ABOUT THE GCMA

The Golf Club Managers' Association (GCMA) is the leading UK based organisation in golf club management. We are committed to making a positive difference to the game of golf, through supporting the Professional and Personal Wellbeing of our members. We have an exciting vision for developing the future of Golf Club Management that places our members at the heart of everything that we do. We aim to achieve this by continuing to provide our members with high quality technical and operational guidance and advice whilst delivering a modern range of professional development and educational experiences in a supportive culture that values personal growth and wellbeing.

It's an exciting time to be a part of the GCMA team as we continue to modernise our association and develop the professional and personal services available to our members. In the coming months, the GCMA will launch a brand new advanced education programme and the membership services team will be integral to supporting the roll out of this programme as well as managing the administrative tasks associated.

We are looking for a Membership Services co-ordinator to join our small HQ team, on a part time basis (hours negotiable) , to support the Membership Services Manager. Find out more about the role below...



THE ROLE

Working alongside another highly organised and detail-oriented Membership Services Co-ordinator and reporting to the Membership Services Manager, your main responsibility will be to drive membership growth and retention. You will serve as the communication hub for the association, providing support not only to members but also to other departments within the GCMA.

As the Membership Services Co-ordinator, you will be responsible for handling new membership enquiries and processing membership applications. You will provide support and advice to existing members, ensuring they have access to relevant membership benefits, services, and professional development opportunities. Additionally, you will assist with key administrative tasks and support the Membership Services Manager in initiatives aimed at growing the association's membership.

KEY DELIVERABLES



Support the MSM to increase the association's membership base year on year through proactive sales activities and processes.



Aid the MSM to improve high levels of membership retention through proactive engagement and strong service.



Assist members with the resources they need for both technical and personal queries.



Provide sales support to the Professional Development Manager.



Help the MSM with administrative duties including the annual renewals process.

THE PERSON

We are seeking a motivated and organised individual who excels in working with people. The ideal candidate will have prior experience in the golf industry, preferably within a golf club setting. Strong listening and communication skills are essential for this role.

As the Membership Services Co-ordinator, you will be responsible for a variety of administrative tasks, making attention to detail and organisational skills crucial. The ability to work independently and take initiative to meet the needs of the department and our membership is also important.

Providing exceptional customer service and support to our members, as well as potential new members, is our top priority. We aim to create a positive and supportive experience for our members at every touch point – our members are truly at the heart of everything we do.

DESIRED EXPERIENCE AND PERSONAL ATTRIBUTES:



The ability to work fluently, using initiative on best practices and sales workflows.



Experience working in a B2C environment, ideally within golf.



A good networker with a keen eye to identify new business opportunities. #



Service and member experience focussed.



Highly organised, conscientious and task orientated.

LOCATION: HYBRID (REMOTE WORKING/UP TO 1 DAY PER WEEK AT GCMA HQ IN BRISTOL)

PACKAGE: £30 - £32K PRO-RATA BASED ON 40 HOUR WORKING WEEK

CONTRACTED HOURS: NEGOTIABLE (24-32 HOURS PER WEEK).

HOW TO APPLY: SEND A SHORT COVERING LETTER AND YOUR CV TO NATALIE MCCOLL (MEMBERSHIP SERVICES MANAGER) - NATALIE@GCMA.ORG.UK

CLOSING DATE: 14TH JUNE 2024

If you are a highly organised, hardworking individual with a passion for supporting others, we would love to hear from you. Apply now to join our team and be part of our legacy as the leading organisation for golf club management in the UK!