



Job Title – Club Operations Assistant

Reports to – Club Manager

Location – Hollinwell, Notts Golf Club Ltd

Hours of work – Full Time (40 hours a week and potential for occasional weekends/evenings)

Purpose of Role:

To provide a warm welcome and excellent service to members and visitors, supporting the daily operation of the golf club. The role would involve assisting with visitor & society tee bookings and carrying out general administrative/reception duties to ensure the smooth running of the office.

Key Responsibilities:

Front of House & Customer Service:

- Greet Members, guests, and visitors in a friendly and professional manner.
- Assist with green fee bookings, society bookings and tee time reservations using the club booking system.
- Provide information on course conditions, club facilities and upcoming events or competitions.
- Handle any cash or card payments accurately.
- Support the coordination of society and visitor group bookings, ensuring smooth arrival
- Liaise with the Pro Shop, Greens staff and Catering Team to maintain efficient communication and service delivery.

Administrative Duties:

- Assist with general office administration such as database management, email and telephone correspondence, member requests.
- Help maintain accurate records of sales, memberships and visitor statistics.
- Assist in preparing reports or documentation for management and committee meetings.

General Support:

- Ensure the reception and clubhouse areas are tidy, welcoming and well presented.
- Provide occasional support for club events, presentations and functions.
- Follow all club policies and procedures, maintaining high levels of professionalism and confidentiality.



- Undertake any reasonable duties as requested by management.

Person Specification:

Essential

- Excellent communication and interpersonal skills with a focus on customer service.
- Confident using computer systems and Microsoft Office applications.
- Reliable, well organised and able to manage multiple tasks.
- Friendly, Approachable and a team player
- Excellent telephone and email manner.

Desirable

- Previous experience in a golf club, leisure or administration environment.
- Familiarity with golf booking systems however training will be provided for Intelligent Golf System
- Experience working in a front of house/customer facing role.

Benefits:

- Competitive Salary
- Bonus Scheme
- Complimentary golf (subject to club policy)
- Free meals
- Friendly working environment in a scenic setting
- Opportunities for training and career development within the Club management structure