

**GREAT AYCLIFFE TOWN COUNCIL
OAK LEAF GOLF COMPLEX**

JOB DESCRIPTION

Job Title:	Golf Shop Assistant
Responsible to:	Golf Administrator
Salary:	Salary Band 1 (i) - Scale Point 3 - 5 (Bar at point 4)

Purpose of the Job

To assist in the provision of an effective and high-quality service at the Council's Oak Leaf Golf Complex or at such other premises owned by the Council at which such services are provided, in line with the relevant Council policies and procedures.

Main Duties and Responsibilities

- 1 To provide a professional initial contact to users of the Golf Complex including face to face, over the telephone and social media.
- 2 To provide information to customers on activities, facilities and events.
- 3 To take tee, visiting parties and golf lesson bookings and to maintain the appropriate records thereof in accordance with the rules and procedures.
- 4 To receive payment from, and issue receipts to, those using, purchasing goods or hiring equipment of any description sold or hired at the Oak Leaf Golf Complex (including membership cards) in accordance with the rules and procedures.
- 5 To operate PDQ machines and process card payments in accordance with payment card industry data security standards.
- 6 To take receipt of items of lost property and enter details in the Lost Property System.
- 7 To undertake the administration of the golf membership system.
- 8 To undertake basic clerical and I.T. duties as requested.
- 9 To ensure the highest standard of customer care is delivered to all customers
- 10 To assist in the cleaning of the shop/back office as instructed by the Golf Administrator.
- 11 To assist with the range ball picking as required.
- 12 Be responsible for opening and closing the building, including setting the alarms.
- 13 To undertake the cashing up of the till at the end of the day.

Equipment / Stock

- 14 To maintain appropriate stock and equipment control records as per policies and procedures.

Health and Safety

- 15 To fulfil the post holder's duties as set out in the Council's Health and Safety Policies.
- 16 Ensure a safe working environment for yourself, members of your team, members of the public and others who may be affected by your team's activities.
- 17 To be responsible for your own health and safety.
- 18 To co-operate with the Town Clerk and other managers, so far as is necessary, to enable compliance with and fulfilment of the Council's health and safety rules and legislative requirements.
- 19 Administer first aid in the event of an accident and ensure that the required forms are fully completed.

General

- 20 Participate in team meetings and contribute ideas, etc where possible.
- 21 Report any damage or maintenance problems discovered as a result of carrying out designated duties.
- 22 To adhere to all Council policies and procedures.
- 23 Be aware of all the requirements under the General Data Protection Regulation ensuring that any personal data is stored securely, not shared and not kept any longer than necessary.
- 24 To maintain confidentiality at all times.
- 25 To undertake an annual appraisal.
- 26 To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post thereby ensuring an effective service is maintained.
- 27 Adhere to the staff rota and cover vacant shifts as requested.
- 28 To liaise with green keeping staff as appropriate.
- 29 To undertake such other duties, commensurate with the grade and responsibilities, as may be required from time to time by the Golf Administrator.

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the post holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or the level of responsibility or grade.

D. Austin – November 2023

PERSON SPECIFICATION

JOB TITLE: Golf Shop Assistant

SECTION: Golf Complex

GRADE: Scale Point 3-5

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	Experience working in a retail setting		A
KNOWLEDGE		Knowledge of the game of golf and golf products	A, F
SKILLS	Use of computerised till		A, F
EDUCATION / TRAINING	Full driving licence or ability to travel independently	Basic clerical and IT skills First Aid Basic level of numeracy and literacy	P, A
PERSONAL ATTRIBUTES	Reliable Flexible Able to work on own initiative with minimal supervision Customer focussed		F

A = Application

T = Test

F = Formal Interview

P = Proof (certs etc)