

The Role – Golf Services Manager

Context

The Royal & Ancient Golf Club was founded in 1754 and comprises a Clubhouse, a restaurant and bar within its adjacent property, Forgan House, and a guest house called Waldon House. The Club has approximately 2,500 Members nationally and internationally, who may introduce guests. There are around 50 full-time staff members with additional seasonal staff.

The Royal & Ancient Golf Club aspires to world-class standards and last year was voted number 1 in the Platinum Clubs of the Year awards.

A unique and exciting opportunity has arisen as Golf Services Manager based at the Royal & Ancient Golf Club.

Values and Behaviors

Employees should always act professionally, following the behaviour standards and code of conduct. Currently, our core behaviours include Bring Passion, Work Collaboratively, Act with Integrity, Aim High, and Think Long Term.

The Royal & Ancient Golf Club's departmental teams collaborate to fulfil the Club's Objectives as outlined in its rule book. They strive for excellence through efficient and effective teamwork and communication. Integrity is a core value, and team members treat one another with consideration, aligning with the documented values that emphasise environmental and social responsibility.

Key Responsibilities

- Participate as a member of the Senior Management Team.
- Support the Head of Golf Services
- To attend meetings of the Golf Services Sub Committee.
- To prepare reports as and when required relating to member services and any other relevant area of responsibility.
- To assist in the conduct of personal performance reviews.
- The management of the Club shop, both internal and online.
- Provide a friendly and efficient service of a quality appropriate to one of the world's oldest and finest private clubs.
- The management and development of reception services, including Clubhouse tours.
- The management and development of Golf concierge services, including bag drop, club and trolley storage, drying room, locker room cleaning, shoe cleaning and wardrobe services.
- The management of support to competitions and matches.
- The management and development of golf reservations for members.
- To assist in the development of enhanced communication, particularly digital.
- Liaise with all departments within the Club and remain flexible to contribute effectively as part of a high-performing team.

Key Tasks

General

- To undertake any reasonable tasks as requested by the Head of Golf Services, Executive Director (Club), the Chairman of the Club, Chairman of Golf, the Secretary and the Captain.
- Attend management and operations meetings, as and when required.
- Comply with Health and Safety Regulations.
- Be aware of changes to the Club's Health and Safety Policy.
- Organise and participate in training as required.
- Be fully conversant with the Rules of the Club and to ensure that correct procedures are observed at all times.
- Comply with the Club's HR policy.
- Comply with the Club's environmental policy.
- Comply with the Club's sustainability policy.

Liaison

- The Head of Hospitality regarding Club Events.
- The Head of Membership regarding the communication of scores and results.
- The Membership Administration Manager regarding R&A Matches.
- The appropriate managers at the Links Trust.

Who We Are Looking For

The ideal candidate will have the following experience and attributes:

- Professional qualification in the golfing field.
- IT skills preferred.
- Significant experience in a role of a similar nature.
- High-level verbal and written communication skills with Members, guests, and staff.
- A high degree of personal motivation and ability to resolve problems.
- Hands-on approach.
- Confident personality.
- Excellent personal presentation.
- High levels of numeracy.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- Company Pension Scheme and Sick Pay
- Life Insurance Cover
- A St Andrews Links Ticket – Offering access to 8 golf courses
- Meals, snacks and refreshments while on duty
- Enhanced Maternity/Partner Pay
- 35 Days Holiday Per Year



- Free tickets to The Open and AIG Women's Open each year (and other relevant R&A Championships)
- Cycle to Work Scheme
- Contribution towards glasses for VDU use
- Discounts available across 800 UK retailers and local businesses
- Electric vehicle salary sacrifice scheme

How to Apply

Applications can be submitted to recruitment@randa.org. Please attach CV and Covering Letter.