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| Job Title:      | Handicapping Resource Assistant   |
| Department:     | Handicapping                      |
| Reporting To:   | Assistant Director - Handicapping |
| Direct Reports: | 0                                 |
| Version         | V1 09.06.26                       |

## Job Purpose

To support the Handicapping team across a broad range of operational, technical and stakeholder-focused activities, ensuring the effective delivery, governance and continuous development of the World Handicap System (WHS). The role plays a key part in supporting National Associations, software vendors and internal teams, while upholding organisational values and maintaining high standards of accuracy, service and collaboration.

## Key Accountabilities

- Liaise with **National Associations** to request, validate and securely store annual player scoring data to support research, analysis and the ongoing development of the WHS.
- Working closely with the data team, support the production and distribution of annual data reports to stakeholders, ensuring consistency and accuracy.
- Working closely with The R&A's **WHS handicapping software supplier**, support onboarding, training, troubleshooting and accreditation activity of customers, escalating risks or issues where appropriate.
- Support **National Associations and software vendors with WHS quality assurance activities**, including testing, validation and **cross-border connectivity**, ensuring compliance with WHS requirements and smooth international data exchange.
- In close collaboration with USGA colleagues, support the **administration and ongoing operation of the Course Rating Learning Management System (LMS)**, including user access, content updates and stakeholder support.
- Provide operational support for the **Course Rating Software**, assisting users, coordinating updates and escalating issues to technical teams as required.
- **Develop, maintain and manage the book-building, version control and translation processes** for *The Rules of Handicapping* and the *Course Rating Guide*, using **MadCap Flare and Transifex**, ensuring content accuracy, consistency and timely publication across multiple languages.
- Maintain accurate records, contact information, documentation and audit trails of Committee discussion and decisions to support governance, reporting and continuous improvement activities across the Handicapping function.
- Respond to and resolve any digital-related queries, ranging from simple to complex, from internal and external stakeholders within specified department timeframes, escalating queries requiring additional input to Assistant Director when necessary.
- Carry out any other duties appropriate to the role in support of the Handicapping team's objectives.

### Expertise

- HNC/D qualification, or equivalent level of related work experience.
- Some knowledge and understanding of digital systems e.g. content management systems/project management tools/other web based systems.
- Strong proficiency in **Microsoft Office**, particularly Excel, with the ability to manage, analyse and validate data. Experience using Power BI would be a benefit.
- External stakeholder experience.
- Strong organisational skills, attention to detail and the ability to manage multiple priorities effectively.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.