

The Role – Client Relations Coordinator

An exciting opportunity has arisen to join the Hospitality department as Client Relations Coordinator. The successful candidate will provide effective customer service, administration, sales, finance, reporting, systems and operational support to the Hospitality Team in order to help facilitate the successful planning and delivery of the various hospitality packages provided for The Open and the AIG Women's Open. The individual will work with internal and external stakeholders, and within relevant scheduling and budget parameters, to help ensure an excellent level of service is provided to all hospitality clients, in line with departmental goals.

This is a full-time, permanent position working 35 hours per week.

This role is predominately Monday – Friday, however weekend working will be required onsite at The Open.

This role will operate on a hybrid working basis, in line with company policy.

Please note, we may close applications early should we receive sufficient applications.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- Company Pension Scheme and Sick Pay
- Life Insurance Cover
- 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
- Season Ticket Loan
- Contribution towards glasses for VDU use
- Discounts available across 800 UK retailers and local businesses

Who We Are Looking For

The ideal candidate will have the following experience and attributes:

Essential

- Scottish National 5 qualifications in English and Maths, or equivalent.
- Experience working in a customer service role.
- Experience working in booking systems and handling invoices.
- Experience using Microsoft Office packages, particularly Outlook, Word and Excel (including formulas, sorting/filtering and producing simple reports).
- High level of accuracy and attention to detail, particularly with data entry and financial information.
- Strong organisation and prioritisation skills, with the ability to manage competing deadlines during peak periods.

Desirable

- Experience of raising purchase orders, budget tracking or other finance administration.
- Experience producing regular reports or management information.
- Experience using a CRM system.
- Experience in events, hospitality or sports environments.
- Working knowledge of UK GDPR / data protection.
- Experience guiding or supervising temporary or seasonal staff.

Everyone is Welcome at The R&A

We want to build a workplace where people from all backgrounds, perspectives and experiences can thrive. We welcome applications from everyone and are committed to providing an inclusive and accessible recruitment experience and workplace.

We're committed to making our recruitment process accessible. If there's anything we can do to help you participate fully in any stage of the process, please contact recruitment@randa.org. We'll be happy to discuss what would work for you.

How to Apply

Please send your CV, Cover Letter and Salary Expectations role to recruitment@randa.org