

The Role – Community & Project Support Assistant

We are seeking a Community & Project Support Assistant to provide administrative and operational support to the Championships Team for The Open. Working with internal and external stakeholders and as a member of the Championships team to provide focused support to the local resident and business community ensuring appropriate access permits are provided and relevant and updated information is available.

This is a part-time role initially, and will increase to become full-time in March / April 2027.

The contract dates for the role is as follows:

- Start Date: November 2026
- Contract End Date: July 2027

Key Responsibilities

- Support the Project Manager to develop and implement communication processes and campaigns agreed in support of local community and business engagement.
- Facilitate regular drop-in sessions in the local host community; providing face to face advice and guidance to the public. Support the planning and delivery of various Championship meetings by arranging venues to ensure all logistical aspects of the meetings run smoothly.
- Follow permit workflows and processes (including application, approval, production and distribution), for the relevant local residents, collecting and inputting accurate data and producing/distributing the required permits within the agreed timescales and ensuring appropriate access is in place. Escalate issues to the Project Manager when required.
- Support local community enquiries at the dedicated drop-in office using knowledge, as briefed, to resolve issues or escalating where required.
- Providing excellent customer service, to provide a positive engagement experience to the local community.
- Provide efficient general administrative and operational support to the Championships Team when required.
- Work with the Ticketing & Accreditation team and Transport Manager to facilitate collaboration and communication and support the permit process, as well as liaising closely with representatives from the host local authority ensuring the most up to date factual information is available to the local community.
- Support Host Club with general correspondence and compilation of databases for volunteers.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- 35 Days Holiday Per Year (pro-rata)
- Discounts available across 800 UK retailers and local businesses



Who We Are Looking For

The ideal candidate will have the following experience and attributes:

- Scottish National 5 qualifications in English and Maths, or equivalent.
- Proficient in using Microsoft Office packages, including Word, Excel and Outlook.
- Excellent communication and interpersonal skills, with the ability to build trust and maintain positive relationships with diverse community groups and stakeholders.
- Strong organisational and collaboration skills, with the ability to coordinate information, manage feedback and represent the organisation effectively in public forums.

Additional Information on the Role

- This role will be based at The R&A Global Headquarters in St Andrews.
- Working hours are Monday to Friday, 9am – 5pm. During peak periods (July) working hours will flex (earlier or later start/finish) and weekend working will be included. A full schedule will be provided in advance.

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 [email/contact]. We'll be happy to discuss what would work for you.

How to Apply

Please send your CV, Cover Letter and availability for which role to Recruitment@RandA.org