

Job Title:	Golf Operations Assistant Manager
Department:	Golf It! – Golf Operations
Reporting To:	Head of Golf It!
Direct Reports:	2-6
Version	V1 020225

Job Purpose

To manage the day to day operation, ensuring the seamless organisation of all activities, facilities, and experiences across the venue. Take accountability for line managing the supervisory team, ensuring they have the right skills, knowledge and behaviours as well as being empowered and equipped to drive operational excellence, deliver an exceptional player experience, and contribute positively to revenue performance.

Accountable for the effective people and equipment resource in line with predetermined budgets, to maintaining the highest standards of service. Lead by example, demonstrating and embedding the Golf It values across all aspects of the operation.

Act as the point of escalation for any issues relating to player service, venue operations, or supervisor performance, aiming for swift resolution at the first point of contact. Escalate further concerns to the Head of Golf It! when necessary. Promote and deliver ongoing training and development for the supervisor team to ensure they excel in their roles and can cascade operational excellence throughout their teams.

Key Accountabilities

- Design and implement standard operating procedures (SOPs) to improve team performance and service quality regularly seeking ways to continuously develop to enhance player satisfaction whilst maximising revenue and profitability.
- Ensure that all team members have the skills knowledge and behaviours to consistently deliver outstanding service levels to achieve maximum customer satisfaction.
- Responsible for controlling Golf Operations labour costs, in line with set budgets by accurately forecasting teaming levels in line with business levels, escalating to the Head of Golf It! if required.
- Assist the leadership team with by finding innovative and creative solutions to implement the business plans that drive player experience and enhance financial performance.
- Achieve revenue and contribution targets and identified KPI's for each aspect of Golf Operations.
- Ensure all aspects of compliance across the venue are adhered too, including but not limited to Health & Safety, People Metrics and application of SOP's.
- Ensure all team members are performing to their optimum ability, recognising high and exceptional performance and performance managing under or poor performers.
- Regular, relevant and timely communication across the teams to ensure full understanding and transparency of company objectives and performance, this includes daily briefings as an example.

- Accountable for the induction and retraining of all team members, taking overall responsibility for their welfare and their development, and if required take an active role in recruitment & selection.
- Ensure direct reports receive a (minimum) monthly one to one, annual reviews and individual development plans in line with organisational timelines.,
- Develop and implement Health and Safety procedures that comply with up-to-date legislation, ensure they are clearly communicated, effectively monitored, and regularly reviewed.
- Oversee the care and maintenance of all assets, ensuring Top tracer screens, range mats, hire clubs and ball quality are consistently high and that old balls are removed from circulation, whilst being responsible for the stock levels of balls.
- Oversee and assist with the daily Driving Range opening and lockdown procedures which will include regular (at least daily) to ensure the range is in perfect playing condition.
- Maintain positive and effective relationships with players through an active presence, ensuring all players receive a warm welcome and consistent high standard of service.
- To safeguard the long-term success of Golf It! for its stakeholders, ensuring that Golf it! is recognised as the premier family-centric golf and leisure destination of the surrounding area minimising the reputational and financial risks.

Resource

- Line management and development of the supervisory team
- Accountable for the compliance of predetermined people and equipment resource budget.

Expertise

- Institute of Leadership and Management Level 3 qualification or equivalent relevant work experience.
- Proficient in application golf-specific software and technology.
- Proven track record of effectively leading teams to achieve player (customer) and financial success.
- Knowledge of golf course operations, retail management, and event planning.

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.