



WHITEFIELDS GOLF CLUB JOB DESCRIPTION

JOB TITLE:	Whitefields Golf Club Secretary
REPORTING TO:	Director of Golf
RESPONSIBLE FOR:	No direct reports
DEPARTMENT:	Whitefields Golf Club
DATE:	May 2025

Key responsibilities:

- To act as Club Ambassador in championing and promoting Whitefields
- Administration of the Club V1 Golf Membership System
- The processing of all membership subscriptions, financial transactions, payments and financial reporting
- Competition administration and Handicap Chairman
- To chair the Whitefields Golf Club Executive (and Social) Committee
- To grow the Club membership and assist in the marketing and promotion of the Club
- Effective communication with the Director of Golf, all members, staff and stakeholders
- To update the Club on developments in Golf England, legislative compliance, innovation, technology and best practise

Duties & Tasks:

1. To act as Ambassador for Whitefields Golf Club ensuring the promotion of the Club and the satisfaction of all members, visitors and stakeholders
2. Delivering events and functions needed to operate the Golf Club and to run the Club's annual calendar of events, competitions, Captain's Day, etc.
3. Complying with all legal requirements on the course and in the premises of the golf club. This will be linked to the Club's annual business plan and will operate within a prescribed budget, working in cooperation with the Director of Golf, General Manager, directors and Executive committee.
4. The Post-holder will oversee the day to day running of the club membership and will liaise with appropriate club employees, partners, contractors, members and visitors to ensure the responsibilities of the club are appropriately and effectively carried out
5. The role will require the optimum use of modern management methods and the latest information technology and regular detailed discussion and information sharing with the Club Treasurer, financial controller, director of golf and general manager.
6. The post-holder will be fully conversant with the use of the Golf - Club V1 system and administer it properly, securely and effectively at all times.
7. Oversee the Handicap & Competitions Committee and the Executive (and Social) Committee
8. The Post-holder will represent the Club at meetings and regional/national Golf Club events

9. When appropriate they will be proactive and provide management information, research and data analysis to aid decision making by the Management and Committees. The Post-holder will evaluate and report to the Club Management Committee on the impact of any ongoing changes affecting the sport of golf and golf clubs.
10. Plan, manage and deliver all admin/office services, including responses to all written correspondence to the Golf Club- liaising with the Club Treasurer, and Director of Golf as appropriate ensuring smooth, regular, open and effective communications throughout the Club, to management, members, employees and stakeholders.
11. Use Office 365 and associated IT applications to undertake their administrative duties
12. Manage and ensure effective telephone, e-mail, newsletter and other communication channels
13. With the consultant marketing manager review and update club and membership information, competitions, etc on the Golf Club website
14. Liaise with Draycote Hotel F&B and C&E departments on all arrangements for golf club events including booking of rooms, event arrangements, hospitality, conferencing, AV, etc
15. Deal with new membership enquiries and with from potential playing visitors and parties to the club and confirm dates and payments through the Club V1 system
16. Ensure that all visitors are appropriately welcomed and accommodated during their visit to the club and welcome and administer ad-hoc visitors to the club
17. Ensure that there is no conflict with booking to play golf on the course
18. Respond to requests for private/social functions on the Golf Club premises and liaise with the hotel and liaise with the hotels C&E department
19. Copying, filing and record keeping and associated administration duties
20. Maintain Golf Club stationery supplies.
21. Receive and acknowledge any member related grievances, prepare written responses in accordance with the Club's procedures
22. Receive and process all club membership enquiries ensuring a high level of enquiry conversion to meet the membership growth targets for Whitefields
23. Update the course status on the club's website.
24. Ensure that all events and competitions on the golfing programme are properly advertised on the Club's website, Notice Board, and through Club V1
25. Arrange the dates, timings and location, for, and chair and oversee the quarterly Executive (and Social) Committee meetings producing the necessary agendas and minutes and sending out, with at least two weeks, notice the agenda and minutes for the meeting
26. Ensure that the necessary bi-monthly members newsletter goes out through Club V12 with the necessary input from Club Captains, President, and Director of Golf
27. Arrange induction programme and sessions for new member
28. Organise and prepare minutes from Golf Club Annual General Meeting including election of Executive Committee Members and Club Captains
29. Organise and administer competition prizes, trophies, certificates, etc including the engraving of trophies
30. Keep the Director of Golf, Club Captains, Committee Members, General Manager, staff and club members appropriately informed of current arrangements and information.
31. Liaise with Golf's governing bodies (including England Golf and Warwickshire County Golf) as appropriate and report findings to the next Management Team meeting

The above list is not totally exhaustive and the Secretary will be expected to deal with all issues, as they arise, in an appropriate and effective manner.

Hours: The role is **32 hours per week**, (usually 4 days from 7) including occasional weekends

place of work: Whitefields Golf Club.

Benefits: Competitive salary, free golf membership, staff discount, and 28 days (pro-rata) paid holiday, training & development, free staff meals, NEST Pension

Salary: £22, 464.00 (32 hours per week, flexible, 4 days from 7) as at 1st May 2025

WHITEFIELDS GOLF CLUB - PERSON SPECIFICATION

Job Title:	Whitefields Golf Club Secretary
Department:	Whitefields Golf Club
Date:	May 2025

ESSENTIAL SKILLS:

- An exceptional communicator
- Understand the role of a 'brand' ambassador
- Highly organized and efficient.
- Excellent interpersonal skills and outgoing disposition.
- Great attention to detail.
- Calm under pressure and the ability to deal with people effectively, courteously and professionally
- Ability to work on their own and take responsibility for their actions.
- Able to work well within a team and meet deadlines under pressure.

ESSENTIAL KNOWLEDGE, EXPERIENCE & QUALIFICATIONS:

- Experience in golf membership and administration systems, preferably Club V1
- To have held a similar position in a member's Golf Club or similar membership organisation
- Exceptional knowledge of golf – rules, handicaps, memberships, etc
- To have worked and/or chaired committees and been involved with strong leadership teams
- A business degree or equivalent administrative qualification
- Knowledge of Microsoft Office and associated applications
- The ability to promote, and grow a membership club and focus on sales

DESIRABLE KNOWLEDGE, EXPERIENCE & QUALIFICATIONS:

- Social media marketing knowledge and website content management
- Sports membership bodies
- Customer Service Excellence e.g. World Host
- Health & Safety qualification and First Aid including AED qualification

Job Description Agreement:

Post holder:

Manager:

Date: