



Position: Club Operations Assistant

Reporting to: General Manager

The Club Operations Assistant will support and assist the Club's management team with the smooth and efficient running of the Club for the benefit of the Membership. To ensure the service and experience provided to members and visitors is of an exemplary standard and is constantly improving to maintain a harmonious relationship with all Members, Guests and Staff.

The Club Operations Assistant is an interesting and varied position offering the ideal candidate an opportunity to gain broad operational experience at a premier private member's golf club. This position may be ideal for an aspiring Golf Club Manager starting his or her career in the industry. The successful candidate will have to demonstrate a proven ability with standard administration software and be able to undertake web and club diary management duties. In addition to working within the Club's management team they will be given the opportunity to attend regular management meetings and gain experience in all other departments helping other head of departments support their teams. Excellent organisational, inter-personal, planning and prioritising abilities are vital. An understanding of golf, its history and traditions is desirable.

Salary: The salary will be negotiable but commensurate with the position and the overall package will include: Share of staff tips, death in service insurance, pension contribution and meals on duty.

Hours: Standard hours will be 4 days out of 7, Monday to Friday, 9.00am to 3.30pm with a minimum 26 hours. There will be occasional need to attend evening meetings, weekend shifts when major club events take place, and some requirements to work bank holidays. There is a standard ½ hour paid break for lunch which is provided free of charge. Some flexi-time working is negotiable.

Holidays: 18 days inclusive of bank holidays.

The duties are to:

Assist the General Manager and the Assistant General Manager and help support other managers in the general administration of the Club as outlined by, but not restricted to the tasks below:

- 1) Support the Assistant General Manager with the management and creation of the annual club diary, which requires liaison with members, other Clubs, societies and visitors regarding bookings for golf, bridge, meetings, functions and other



events, ensuring that specific timed actions required in connection with these are dealt with or brought to the Assistant General Manager's attention.

- 2) Providing support for the arrangements with society and member group bookings within the parameters set by the board including enquiries, bookings, allocating tee times, catering arrangements and subsequent correspondence. Ensuring that all correspondence is accurate and up to date and that all club requirements have been met before the event takes place. This may also involve meeting and welcoming the organisers and participants on the day, ensuring a premium experience, and creating invoices after the event.
- 3) Dealing with member and general enquiries in person or by telephone and acting as a filter for the General Manager, referring any queries to the Assistant General Manager when unsure of the correct answer.
- 4) Monitor and manage the answering of the telephone and complete all actions arising.
- 5) Support the Assistant General Manager with the administration and processing of membership enquiries and applications.
- 6) Undertake secretarial and such other tasks as may be reasonably requested by the General Manager, Assistant General Manager, Heads or Departments and Office Bearers of the club.
- 7) Assisting with the creation and distribution of bi-weekly communications to members. These include upcoming competitions, Special events and the bi-weekly newsletter.
- 8) Maintain such records and files as needed for the efficient running of the club.
- 9) Maintain a visitor and golf day database for targeted marketing efforts. Support the development of marketing materials to enhance the Club's reputation and attract new business.
- 10) Promote the Club through social media, email campaigns, and website updates, celebrating member achievements and Club successes.
- 11) Support the Assistant General Manager with administration of the Junior section including liaising with the Junior Organiser when new junior members are being



inducted into the Club and ensuring we maintain a vibrant junior section with competitions, coaching, and events.

- 12) Supporting the F&B team with enquiries, bookings, function sheet updating, and taking initial function meetings/showarounds with prospective bookings.
- 13) Attend Captains Committee meetings from an educational perspective and in the absence of the Assistant General Manager act as the minute taker.

The successful candidate will be able to display the following skills, experience, and attributes which will be considered essential for this appointment:

Capability:	Ability to work in a calm and controlled manner in a busy environment.
Initiative:	Ability to problem solve whilst managing effective and successful outcomes.
Diplomacy:	Ability to work in an environment where manners and respect are paramount.
Planning:	Ability to plan and schedule work to maximise efficiency.

- Proficiency in IT systems, including Microsoft Office (Word, Excel, Outlook)
- Knowledge of social media platforms and online communication tools
- Excellent written and verbal communication
- Ability to work flexible hours, including evenings and weekends
- Passion for golf and Club operations
- Familiarity with membership database systems (e.g., Intelligent Golf)
- A proactive, ambitious approach to driving Club success

To apply, please send your CV and a cover letter to office@tyrrellswoodgolfclub.com.

Only shortlisted candidates will be contacted for interview.

Closing date: Tuesday 12th August.