



# **WE ARE RECRUITING PROFESSIONAL DEVELOPMENT MANAGER**

## **ABOUT THE GCMA**

The Golf Club Managers' Association (GCMA) is the leading UK based organisation in golf club management. We are committed to making a positive difference to the game of golf, through supporting the Professional and Personal Wellbeing of our members. We have an exciting vision for developing the future of Golf Club Management that places our members at the heart of everything that we do. We aim to achieve this by continuing to provide our members with high quality technical and operational guidance and advice whilst delivering a modern range of professional development and educational experiences in a supportive culture that values personal growth and wellbeing.

It's an exciting time to be a part of the GCMA team. With the recent launch of our new Accreditation programme and with the launch of our new advanced education programme due in just a few months' time, the role of the Professional Development Manager will be integral to the success of these new initiatives, in making a positive difference for our members, the Association and the industry as a whole.

## **PURPOSE OF THE ROLE**

To manage and deliver the Associations strategic plan for professional development and education by providing related products, service experiences and relations that are consistently of a high quality.



## THE ROLE

The successful candidate will report to the CEO and work in collaboration with GCMA Members, Regional Managers, the Board of Directors, and the HQ Team, and be responsible for managing and developing a portfolio of learning experiences. You will ensure high-quality products and service experiences, whilst consolidating and identifying future opportunities that align with and enhance our strategy. Our learning experiences aim to be relevant, engaging, progressive and responsive to member needs amidst a changing industry environment.

## KEY DUTIES AND RESPONSIBILITIES

### Programme Leadership

-  Implement our strategy for professional development and ensure alignment with overall Association operations and direction
-  Oversee the management and co-ordination of the Associations portfolio of education and professional development services, most importantly to manage the delivery of the new advanced education programme and GCMA Accreditation
-  Enhance our reputation as a provider of high-quality learning experiences
-  Understand and ensure best practice by alignment with industry benchmarks and professional standards
-  Develop collaborative relations, keep up to date with industry developments and create stimulating learning experiences
-  Maintain a high-quality culture through programme products and service experiences
-  Work with the CEO/HQ team ensuring financial sustainability by managing programme resources and budgets

### Programme Delivery


-  Ensure venue suitability and coordinate with presenters
-  Collaborate internally with HQ Team and Regional Managers and externally with partner organisations and education providers
-  Assist with the development and communication of promotional material
-  Ensure best practice in terms of product, service, and experience
-  Ensure presenters are provided with guidance and support
-  Take part in leading and facilitating seminars and workshops
-  Support GCMA members through learning experiences and monitor well-being
-  Capture learner feedback and respond as appropriate

## THE PERSON






-  Ability to collaborate with fellow HQ team members to develop a network of training providers and business partners that can provide technical and operational guidance and support across all aspects of golf club management
-  Ability to collaborate with fellow golf industry associations and organisations to deliver opportunities that share knowledge and best practice in a manner that improves the golf industry and its people
-  Ability to collaborate with education and learning providers to deliver experiences that enhance opportunities and pathways into and through golf club management
-  Ability to deliver learning experiences through venue selection, learner and presenter liaison, programme implementation, satisfaction, feedback and managing financial aspects
-  Ability to work resourcefully and positively as an individual and a team member
-  Ability to create, design and deliver learning products in a blended learning landscape that utilises in person and online digital platforms
-  Ability to use knowledge of industry benchmarks and professional standards to enhance programme reputation
-  Ability to use education and learning experience to enhance programme content and delivery

## QUALIFICATIONS AND EXPERIENCE

### Essential

-  Experience within Golf Club, Leisure and/or Hospitality Management, ideally in the capacity as a Golf Club Manager or similar role



### Desirable

-  Experience of a similar role in a member and/or customer focused organisation
-  Management and leadership experience in an educational / learning environment
-  Relevant higher level education - degree or equivalent
-  Experience of delivering and / or facilitating Education and Training
-  Teaching Qualification




## KNOWLEDGE








### Essential

-  An understanding of the Golf industry structure, golf clubs and the role of golf club management
-  A strong understanding of Learning, Professional Development and Education structures and delivery

### Desirable

-  Professional Qualifications: Teaching and learning; mentoring and coaching

## SKILLS

-  Competence in the use of IT tools including spreadsheets, databases, email and word processing
-  Strong presentation skills, both written and verbal
-  Strong analytical and problem-solving skills
-  Ability to analyse and disseminate information clearly and with a practical approach
-  Motivated individual and comfortable working with data
-  Ability to simplify complex information
-  Accustomed to meeting deadlines and working on multiple projects concurrently

## BEHAVIOURS

-  Personable and service focused
-  Positive, pragmatic and collegiate attitude
-  Attention to detail and accuracy
-  Flexible and adaptable
-  Reliability and an understanding of confidentiality
-  Able to work independently or as part of a team with good interpersonal skills.
-  Gains satisfaction from providing a quality service and experience
-  Continuously and innovatively provides insightful feedback
-  Display attitudes and behaviours that respect and value different views
-  Creative, articulate, clear thinker and good communicator, self-motivated, individual and team player

## REMUNERATION, BENEFITS AND HOURS OF WORK

- 🌀 Full Time (40 hours per week)
- 🌀 Monday to Friday with occasional requirement to work evenings and weekends
- 🌀 'Hybrid' work from home and office working arrangements. Approximately 25% of working hours across the year will be based on business travel in order to facilitate and manage the Associations professional development programme
- 🌀 Requirement for business travel to suit needs of business
- 🌀 Salary: £50K - £55K
- 🌀 Contribution to pension fund
- 🌀 22 Days Annual Leave Plus Public Holidays (rising to 25 days with length of service)
- 🌀 Access to GCMA Member Benefits, Professional Development, Learning and Education programmes

## APPLICATION PROCESS

CV and short covering letter to Tom Brooke, GCMA CEO [tombrooke@gcma.org.uk](mailto:tombrooke@gcma.org.uk)

**Closing Date for Applications – 8th June 2024**