

JOB DESCRIPTION

Golf Operations Assistant

Position	Golf Operations Assistant
Department	Golf Operations
Reports to	Golf Operations Manager
Works closely with	General Manager and the golf professional team
Location	Basingstoke Golf Club, Down Street, Dummer, Hampshire RG25 2AD
Contract	Full-time, permanent
Salary	£28,000–£30,000 per annum, depending on experience
Benefits	Free golf, meals on duty, training and career development

Job Purpose

The Golf Operations Assistant is at the heart of the golfing experience at Basingstoke Golf Club. Working alongside the Golf Operations Manager, the General Manager and our professional team, you will help deliver an outstanding welcome and a smooth, enjoyable day's golf for every member and visitor.

This is a varied, hands-on role that spans the first tee, the golf course, the 1907 Academy driving range and the golf office. It is designed as a genuine first step into a career in golf club operations and management, giving you experience of how every part of a busy, well-run private members' club works.

Key Responsibilities

No two days are the same. Your time will be shared between the course, the range and the office, with the balance shifting through the seasons and around the club's competition and events calendar.

First Tee and Member Welcome

- Give every member and visitor a warm, professional welcome at the first tee
- Check tee time bookings and playing groups, and manage starting intervals
- Share course conditions, local rules and any other useful information for the day
- Deliver golf buggy safety briefings and check users are authorised to drive
- Set a good pace of play from the very first group

On-Course Marshal

- Monitor pace of play across the course and help groups keep moving
- Keep appropriate spacing between groups and help manage busy periods
- Encourage good etiquette and help golfers with rules questions
- Report course maintenance issues or safety concerns to the right person
- Help set up the course for competitions and events

1907 Academy Driving Range

- Look after ball collection, cleaning and distribution, keeping ball machines stocked and working

- Keep hitting bays and practice areas clean, tidy, safe and well presented
- Check range equipment is maintained and correctly positioned
- Monitor range safety and help customers use the facility properly
- Keep notice boards, marketing displays and promotional material up to date

Golf Office and Administration

- Process tee time bookings and green fee reservations
- Use the club's golf management software (Intelligent Golf) for bookings, competitions and member records
- Support membership administration, including data entry and record keeping
- Prepare competition materials such as scorecards, rules sheets and draw sheets
- Help with invoicing and payments for golf events and green fees
- Answer golf enquiries by phone, email and in person, passing them on where needed
- Respond to Golf Day enquiries and support their delivery on the day
- Help prepare club communications and keep departmental records and filing accurate
- Assist with collating the club and non-member newsletter

Competitions, Matches and Events

- Help set up and administer club competitions
- Run registration and check-in on competition and event days
- Manage scoreboards, results and posting of scores
- Support prize presentations, inter-club matches and society days
- Help deliver the club's showcase events, including the Pro-Am, Captain's Drive-In and board competitions

Teamwork and Development

- Work closely with the golf professional team on daily service and joint activities
- Link with other departments, including the clubhouse, catering and greenkeeping teams
- Help maintain course signage and information boards
- Take part in team meetings, training and continuous improvement ideas
- Follow the club's health and safety procedures at all times

Person Specification

Attitude matters more than experience. Golf industry experience is welcome but not essential, and full training is given on all of the club's golf systems and software.

Area	Essential	Desirable
Golf knowledge	Active golfer with a good understanding of the Rules of Golf, etiquette and course management; basic understanding of the World Handicap System (WHS)	Experience of competition administration or club golf
Experience	A genuine interest in building a career in the golf industry	Previous experience in golf operations, hospitality, retail or another customer-facing role

Area	Essential	Desirable
People skills	Friendly, confident and enjoys meeting people; excellent communication and customer service with a professional manner	–
Organisation	Organised, reliable and accurate, with good attention to detail; able to work on your own initiative and as part of a team	–
IT skills	Computer literate, comfortable with Microsoft Word and Excel, and confident learning new booking and competition systems	Experience of golf management software, ideally Intelligent Golf
Practical	Fit and active for on-course duties and equipment handling; happy working indoors and outdoors in all weathers	Full UK driving licence (for buggy operation); First Aid certificate
Availability	Flexible to work weekends, bank holidays and varying shifts in line with the season and events calendar	–

How Success Is Measured

- The quality of welcome and service members and visitors receive
- Pace of play and the smooth running of the first tee
- The standard and presentation of the driving range
- Accurate, timely administration and bookings
- Smooth, well-run competitions, matches and events
- Teamwork and support given to the Golf Operations Manager and professional team
- Following health and safety procedures
- Your own growth in golf knowledge and operational skills

What We Offer

- Salary of £28,000–£30,000 per annum
- Free golf
- Meals on duty
- Hands-on experience across every area of golf operations
- Learning from an experienced golf professional and management team
- Training on golf management systems, plus support with your ongoing development
- A friendly, supportive team at a busy and well-respected private members' club

Career Development

This role is a strong foundation for a long-term career in golf. You will gain a rounded understanding of how a golf club runs, from the first tee and the range to competitions, events and administration. That experience opens routes into golf operations, club management and the wider golf industry, and we will actively support you to grow.

Working Pattern

The role is based across the golf office, the 1907 Academy driving range and the golf course. Weekend and bank holiday working is part of the role, with shifts varying to suit the season, competitions and events. The work is both indoors and outdoors, in all weather conditions.

How to Apply

Please send your CV with a short covering note telling us why you would love this role to David Green, General Manager:

- **Email:** david@basingstokegolfclub.co.uk
- **Post:** Basingstoke Golf Club, Down Street, Dummer, Hampshire RG25 2AD

Basingstoke Golf Club is an equal opportunity employer, committed to building a diverse and inclusive team. All qualified applicants will receive consideration for employment.