

Job Description

Job Title	Golf Advisor
Grade	Band D
Reporting To	Golf Advisor Supervisor
JD Ref	C&C0018G

Purpose

Control admission to the municipal golf courses, advise and promote Golf and golf related activities, Invigor8 and wider leisure offer to all visitors, users and members. With responsibility for the collection and recording of golf income plus the safety and security of buildings.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Maintain an up-to-date knowledge of key products and provide information and advice to promote sale of memberships, goods and golf products.
- Liaise with the Golf team and Green-keeping staff to encourage good behaviour and etiquette on the courses.
- Communicate with all Golf site users providing help and advice on display products and current and upcoming promotions.

Data Analysis and Decision-Making:

- Manage client enquiries and process any resulting transactions including taking bookings, on-line bookings and general sales, telephone, social media and email enquiries.
- Assist in Co-ordinating rota's for casual and contracted staff across all sites.

Financial Responsibilities:

- Handle and process any cash or card sales in line with financial guidelines and ensure issue of receipts, reconcile end of day and weekly takings, actioning in line with banking procedures and security duties.
- Patrol all golf courses to enforce the Council's Golf Regulations and collect relevant fees.

Site Maintenance:

- Clean and maintain all floor, wall, woodwork, tiled, carpeted, glazed surfaces as described in the cleaning schedule pertinent to the facility.

- As a keyholder ensure the premises are open and closed and secured as determined by the operational procedures and act as a 'point of contact'.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Responsible for Health & Safety in the building to the extent laid down for posts of this level in the departmental safety policy.

Other:

- Provide first aid cover for sites.
- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Knowledge & Skills

- Knowledge of Golf Regulations and Park Byelaws.
- Good written and verbal communication skills and IT literate.
- Ability to communicate verbally and in writing with the public and other agencies.
- Ability to work as part of a team, support colleagues and promote an excellent team ethos.
- Ability to deal effectively with customers and user group enquiries.

Experience

- Experience and knowledge of sales and marketing.
- *Desirable - Experience of working with bespoke leisure management IT systems (Gladstone).*
- *Desirable - Experience and knowledge of sales and marketing of Leisure/golf Memberships.*
- *Desirable - Experience of cash handling and reconciliation.*

Additional Information

Ability to travel across the Borough and work from various locations.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Working shifts
- Working with chemicals (industrial or cleaning)
- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Foods Handling



Approved By: Neil Price – Deputy Operations Manager

Signed: *Neil Price*

Date Of Approval: 12/02/26



CUSTOMER
FOCUSED



ACCOUNTABLE



PROFESSIONAL



AMBITIOUS