



ENGLAND GOLF

We invite applications for the position of;

Club Support Officer

**Salary c. £25,000 - £28,500 per annum dependant on experience
+ benefits pension, 33 days annual leave (includes Bank Holidays and company days)**

Club Support Officers provide tailored support to Golf Clubs to help their businesses grow. They provide a customer focused service to counties and clubs based on the demand within a designated region. The role helps to promote and raise awareness of our strategic ambitions and initiatives, including a focus on: marketing to core market golfers; improving safeguarding provision; business support and governance; impact around recruitment and retention programmes; and supporting the implementation of the new World Handicap System (WHS).

We are looking for one Club Support Officer to join our team in the East/ South-East region. Applicants must live within the counties of either Kent, East Sussex, West Sussex, Surrey or Greater London, and will be required to work within these counties and the surrounding counties that make up the East/ South-East region.

We are seeking highly motivated candidates, ideally, with a sports related diploma and sports development experience. You must have a good knowledge of the structure of golf (general and administrative), sports governance and sport in general. The skills required include: the ability to influence; communicate and present to a wide range of audiences; work collaboratively with both paid staff and volunteers.

Prior work experience in a golf club environment and/or programme delivery is desirable but not essential.

This post is full-time (Monday – Friday 9.00am to 5.00pm core hours) but you may be required to work weekends and evenings. This position is home based, although successful candidates will be required to travel as necessary to meetings (valid driving licence and car ownership is essential). The post-holder will be entitled to travel and other expenses.

As the National Governing Body for amateur golf, we work at the heart of golf in England, supporting and empowering a thriving community of players, counties and clubs to get the most out of the game we all love. As a non-profit organisation dedicated to growing the game of golf, our work benefits more than 1,900 golf clubs and 651,000 players. We value being Honest, Inclusive, Responsible, Excellent and Supportive.

For further information please visit our website www.Englandgolf.org/jobs, and to apply, please complete and return the application form and equal opportunities monitoring form (no C.V.'s please) for the attention of Human Resources on hr@Englandgolf.org.

Closing date for applications: **Sunday, 1st September 2019**
Late applications will not be accepted

Interviews take place: **Friday 13th and/or Monday 16th September 2019**
at Woodhall Spa

England Golf is an equal opportunities employer and disability confident committed.



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Job Description

Post Title: Club Support Officer (CSO)

Department: Participation & Club Support

Responsible to: Partnership Manager

Responsible for: N/A

Purpose:

- To provide a customer focused service to counties and clubs based on the demand across a region.
- To support the activities identified within County Strategic Plans to deliver more members and players.
- To help promote and raise awareness of the strategic ambitions and initiatives of England Golf, including a focus on marketing to core market golfers across a region.

Working Relationships:

Internal:

- Partnership Manager – monthly meetings and regular communication to keep the Partnership Manager advised of his/her itinerary on a regular basis and adhere to the set reporting structure (CSO Work Programme), including attending regional and national review meetings, as required.
- Staff – Participation & Club Support, including links with national managers (Disability, Young People & Junior Golf and Women & Girls).
- Golf Development Groups and working groups – communication with Chairman and individual representatives.
- County Unions, Associations, unified bodies & County PGA – communication with County Secretaries and Voting Members.
- Clubs – communication through targeted programmes and business support

External:

- Affiliated golf clubs and other golfing facilities – regular communication and provision of business support across a designated region.
- Professionals, volunteers, county secretaries, club secretaries and managers.
- County Sports Partnerships (CSPs) – meetings through NGB leads when required.
- Bodies involved in golf development in England at a regional level e.g. Golf Foundation, PGA, Local Authorities, Street Games etc. – communication on resources and support available.

Main Duties & Key Responsibilities:

- To deploy customer focused business support for clubs across a region, as required.
- To support County Strategic Plans, in line with The Strategic Plan for England Golf 2017-2021, supporting stronger counties and clubs, to deliver more members and players.
- Communicate with and provide regular reports to the Partnership Manager, relevant Unions, Associations, unified bodies and Golf Development Groups on the progress towards achieving their targets and the impact of specific development initiatives.



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More Members and Players

- Raise the profile of golf and encourage people of all ages, abilities, backgrounds and genders into the game and golf club membership.
- Increase participation and membership by supporting the implementation of national recruitment and retention campaigns and programmes across a region.
- Promote England Golf and its development initiatives and ensure that counties and clubs are fully aware of the opportunities and resources available.

Stronger Counties and Clubs

- Identify and apply for potential sources of funding, to support County Strategic Plans, where appropriate.
- Support the aims and objectives of Unions, Associations, unified bodies, Golf Development Groups, affiliated clubs and other related organisations, such as County Sports Partnerships and Local Authorities.
- Work with targeted golf clubs to support governance (including incorporation), business and operational planning, market segmentation & communications, customer service, safeguarding & child protection.
- Track club engagement and circulate feedback surveys to regularly assess customer satisfaction.
- Establish clear benchmarks with all engaged clubs in order to regularly review progress utilising a set of business metrics.
- Seek out examples of good practice within golf clubs, collate via a Club Support Impact Form and publicise such examples via websites, newsletters and the use of social media.
- Encourage affiliated golf clubs to develop a sustainable and structured golfing environment through appropriate training, education and resources.
- Deliver a structured programme of seminars and workshops across a region, including Annual Conferences as appropriate.
- Maintain regular contact with the Golf Foundation Regional Development Officer(s) to support and jointly review the delivery and performance of appropriate programmes.
- Maintain regular contact with the PGA Regional Officer to support any relevant programmes.

Dimensions/Resources:

Staff:

- N/A

Financial:

- N/A

Administrative:

- Other main meetings: County Union, County Association, Golf Development Groups (in attendance) and monthly Participation & Club Support team (as required).
- Presenting at conferences and workshops on request.

Location:

Home or other remote office (e.g. golf club or county office). This position is required to travel as necessary to meetings and events within a designated region and to visit England Golf headquarters as required (The National Golf Centre, Woodhall Spa).



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Person Specification

Post Title: Club Support Officer (CSO)
Department: Participation & Club Support

	ESSENTIAL	DESIRABLE
Attainment:	<ul style="list-style-type: none"> A-level or BTEC National 	<ul style="list-style-type: none"> Sports related diploma/degree
Knowledge:	<ul style="list-style-type: none"> Structure of golf (general and administrative structure) Sports governance Sport in general 	<ul style="list-style-type: none"> Sports development Government, Sport England & Local Authority structures
Skills:	<ul style="list-style-type: none"> Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues - both paid staff and volunteers Outstanding communication and presentation skills, including public speaking Ability to gather and assess information Preparation of clear and thorough reports Business planning Marketing and promotional skills Time management Ability to use word processing, spreadsheet and database packages Proven delivery track record measurable against Key Performance Indicators 	<ul style="list-style-type: none"> Analytical and problem solving skills
Competencies/ Behaviours:	<ul style="list-style-type: none"> Self-motivation and ability to motivate others. Friendly and willing to offer support and assistance to colleagues and clients. Display attitudes and behaviours that respect and value diversity and promote equal opportunities Smart appearance 	
Relevant experience:	<ul style="list-style-type: none"> Prior experience within an administrative role in a golf/leisure club 	<ul style="list-style-type: none"> Golf Club Management Marketing and/or advertising Government or Local Authority experience
Any other requirement:	<ul style="list-style-type: none"> Valid driver's licence and a car or access to transport Prepared to travel/work weekends & evenings Lives within the region associated with this role. 	<ul style="list-style-type: none"> Involvement with golf