



Club Support Officer (South/South West Region)

**Salary c. £27,000 - £30,000 (dependent on experience)
+ benefits, pension, 33 days annual leave (includes bank holidays and company days)**

Club support officers provide focused support relating to membership, safeguarding, the World Handicap System (WHS) and governance to golf clubs based on the demand across a region. Reporting to a regional manager, you will support county strategic plans, in line with England Golf's strategic plan, providing regular reports to the regional manager, relevant unions, associations, unified bodies and golf development groups relating to progress.

We are looking for one person to join our team in the South/South West region. Applicants need to live within the counties of Dorset or Hampshire and will be required to travel to the Isle of Wight and Channel Islands on occasion. You will be required to work within these counties and the surrounding counties that make up the South/South West region.

A knowledge of golf is essential. 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.

The post is full-time (Monday – Friday 9.00am to 5.00pm core hours) but you may be required to work weekends and evenings. These positions are home based, although successful candidates will be required to travel as necessary to meetings (valid driving licence and car ownership are essential). You will be entitled to travel and other expenses and will be expected to attend meetings and events at our headquarters at Woodhall Spa, Lincolnshire.

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 love. We value being Honest, Inclusive, Responsible, Excellent and Supportive.

For the full job description please visit our website (www.Englandgolf.org/jobs) and to apply please complete the online application process (no CVs please).

Closing date for applications: **29 April 2021, 23.59pm**

Interviews take place: **Week commencing 10 May 2021**

We are committed to equal opportunities and welcome applications from all backgrounds. We are disability confident committed.

If you are not able to complete the online application and would like this in an alternative format, please contact Amy or Mary-Anne on hr@Englandgolf.org.



Job Description

Post Title:	Club Support Officer (CSO)
Department:	Participation & Club Support
Responsible to:	Regional Manager
Responsible for:	N/A

Purpose:

To provide focussed support relating to membership, safeguarding, the World Handicap System (WHS) and governance to golf clubs based on the demand across a region

Support the activities identified within County Strategic Plans to deliver more members and players and to help promote and raise awareness of the strategic ambitions and initiatives of England Golf

Working Relationships:

Internal:

- Regional Manager – monthly meetings and regular communication to keep the Regional 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, including links with national managers
- 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 focussed 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
- Active Partnerships – meetings through NGB leads when required
- Bodies involved in golf development in England at a regional level e.g. Golf Foundation, PGA, Local Authorities, etc. – communication on resources and support available.

Main Duties & Key Responsibilities:

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- To deploy support for clubs across a region, as required, focussing on membership, safeguarding, WHS, participation initiatives and club governance
 - To support County Strategic Plans, in line with the Strategic Plan for England Golf
 - Communicate with and provide regular reports to the Regional Manager, relevant Unions, Associations, unified bodies and Golf Development Groups on the progress towards achieving their targets and the impact of specific development initiatives



- Raise the profile of golf and encourage people of all ages, abilities, backgrounds and genders into the game and golf club membership
- Collaborate with the Participation Team to 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 clubs are fully aware of the opportunities and resources available
- 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 Active Partnerships and Local Authorities
- Track club engagement and the impact of support via the CRM and any other tracking mechanisms
- Encourage clubs to engage with England Golf on a regular basis, including club newsletters and announcements, training and education opportunities and campaigns
- Seek out examples of good practice within golf clubs 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 Business Relationship 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).



Person Specification

Post Title: Club Support Officer (CSO)

Department: 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