

## **Retford Golf Club,**

### **PGA Trainee**



An opportunity has arisen for an enthusiastic and motivated golfer aspiring to complete the PGA Foundation Degree to become qualified as a PGA Professional.

Working within our shop team the successful candidate will provide customer service to Members and visitors across all aspects of the Club business including club fitting, merchandising, retail, tee bookings and other services.

Opportunities to gain experience in being a Club Pro will be available working with Craig Morris, who has been at Retford for over 20 years. Our other PGA Pro, James Freeman, who has a growing reputation for coaching, as well as a successful playing career, will support candidates to develop their own coaching practice.

Retford is one of the top courses in the East Midlands, recently rated 4<sup>th</sup> behind Hollinwell, Sherwood Forest and Woodhall Spa. It is a progressive Members Club which attracts a considerable number of visitors to its varied parkland and woodland course.

Applications are welcome from people already enrolled as a PGA Trainee or with a proven playing ability who plan to apply for that course. If you want to be part of exciting new developments at Retford, please apply by covering letter and CV to [retfordgolfcomms@gmail.com](mailto:retfordgolfcomms@gmail.com)

Closing date 14/2/24

## **Job Description**

V4

Job title **-PGA Trainee**

### **Main purposes of job**

To provide retail and other services to members and visitors, within and connected to the Club Shop, as part of a team.

### **Key tasks**

1. Serve shop customers purchasing goods and services in the shop, including till operation, card sales and member card transactions. Including taking orders and liaising with suppliers.
2. Responding to telephone and email enquiries for information about shop, services and club information.
3. Maintain a clean, tidy and presentable shop environment including trollies and buggies for hire.
4. Liaison with office and bar/catering to ensure diary is well maintained and with Greens staff to make appropriate information available to golfers.
5. Provide a hospitable reception for members and visitors to the course including collection of green fees and other fees payable.

6. Collection of competition entry fees and keeping relevant records.
7. Trainee will be enrolled in the PGA Foundation Degree in Professional Golf and comply with all the academic and other requirements of that course.

**Key results/objectives**

8. Members and visitors should be able to enjoy a welcoming and helpful retail experience at the club.
9. Shop and associated services such as buggy hire should be effectively delivered.
10. Course, shop, clubhouse and greens maintenance activity should be well co-ordinated
11. Trainee will complete the Foundation Degree course and become a qualified PGA Professional.

**Reporting to...**

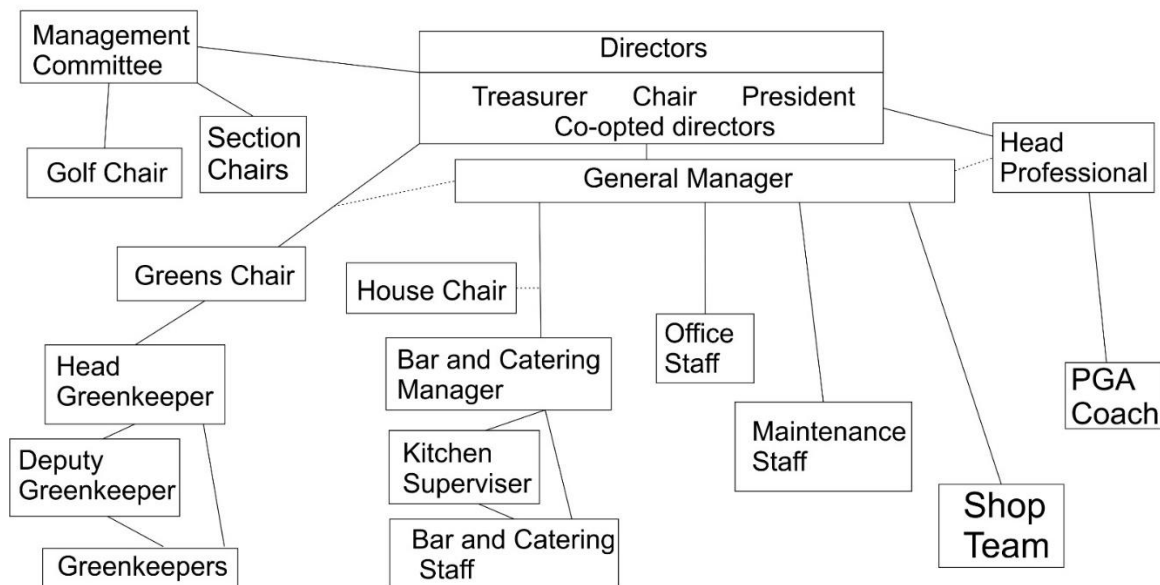
1. General Manager as Line Manager of the retail team
2. PGA Professional as mentor

**Liaison with...**

1. Other shop team members
2. House Committee, Golf Committee,
3. Office staff, greens staff and PGA professionals

**Management Structure**

**Retford Golf Club - Executive Structure**



# Person Specification

## Essential Skills

- Personable and courteous manner in dealing with members and customers.
- Well organised and tidy approach to working.
- High level of golf playing ability
- Knowledge and experience of communication systems and ICT.
- Desire to develop their own golf coaching practice.
- Commitment to the future success and sustainability of Retford Golf Club

## Desirable Skills:

- Understanding of retail success criteria and how they can be applied
- Experience of operating Club V1 systems.
- Understanding of the workings of a members golf club.

## Employment Terms and Conditions

- The post is offered on permanent employee terms subject to a 6 month probationary period.
- Hourly rate of pay will be negotiated dependant on skills and experience, but not less than national minimum/living wage.
- Place of employment will be at Retford Golf Club, Brecks Road, Ordsall, Retford and occasionally elsewhere such as local suppliers and customers premises.
- Hours of work will generally be 30 hours per week over 4 days out of 7 on a staffing rota with seasonal adjustments according to demands of the business. This will include average 3 hours per week paid leave. Overtime only by prior agreement.
- The detailed terms will include all statutory minimum requirements, including for pension, holiday and sick pay.
- The post will include opportunities to develop personal coaching practice as part of the PGA coaching team as well as competitive play.