



FELDON VALLEY

Role - Golf Operations Assistant

Feldon Valley are looking for a Golf Operations Assistant to work in our golf department alongside our friendly, dedicated and knowledgeable team. We are looking for someone who thrives working within a team, and carries out their work with pride, enthusiasm and to exceptional high standards without exception. A keen eye for detail and sound knowledge of the golf industry is vital.

Feldon Valley is a supportive and unique environment, offering a real sense of 'family' within the team. We uphold our values of working with our community, nurturing and developing our employees through training and career development and work together to deliver excellence, with pride. We recognise hard work, reward career longevity, and understand the importance of investing in employee health and wellbeing to ensure employee commitment and role satisfaction.

Key Responsibilities

- Ensuring good stock presentation and maximising sales opportunities.
- Knowledge of premium brands we sell including Ping, Footjoy and Titleist and using this knowledge to drive appropriate sales
- Some responsibility for opening and closing procedures.
- Dealing with customer enquiries and bookings via phone, email and in person
- Helping to manage the tee reservation booking system
- Stock control
- Ensuring the guest journey is tidy, clean and safe at all times
- Helping communicate with membership with daily updates
- Assisting with golf societies and visitors.
- To be attentive to customer requirements and needs.
- Accurately handle cash and use IT till systems without concern.
- To be energetic and confident in your ability to deal with a busy and demanding environment.
- Using golf industry knowledge to assist in your role, including communication with greenkeepers and players
- Ensuring health and safety of both player and greenkeeper is maintained by education and communication.
- Managing the quality of the buggy rental fleet
- Willingness to work regular weekends and on a rota basis with the team.

Who are We?

Feldon Valley was purchased by businessman, Thariq Ahmad, in 2013. His love of the Cotswolds and of Golf led him to Felton Valley, a North Cotswolds golf destination with outstanding views of the glorious Cotswolds. Thariq's passion to constantly improve both the Golf Course and Clubhouse has been undeterred, and in 2017, a multimillion-pound redevelopment of the site commenced allowing Felton Valley to grow as a Cotswold retreat for both socialising and pleasure. The Golf Course continues to deliver excellent results and the site now boasts a new Contemporary Cotswolds Clubhouse, Restaurant & Bar, alongside 5 lodges, with 25 onsite bedrooms being launched in May 2019.

With the investment and loyal, hard-working team hand-picked to join us on this new journey, Felton Valley will become not just a Cotswolds destination but an unrivalled Cotswolds experience.

Key skills & Requirements:

- Knowledge of the golf industry.
- To be comfortable with rota working including regular weekend work.
- A good standard of spoken English.
- A willingness to learn and develop but not be afraid to ask for help when needed.
- To work on own initiative.
- Ability to problem solve.
- Calm and collected when in a busy environment.
- Interpersonal skills.
- Team player – this is essential for Feldon Valley.
- Honesty.
- Adaptable – there are times where the role may require you to carry out tasks outside of a your role.
- Passion and Drive – we want our staff to enjoy what they do and make Feldon Valley a great place to work.
- A good level of fitness – you will be on your feet for long periods of time.
- A right to work in the UK.
- Willing to undertake DBS checks if required.
- Presentable, polite and approachable
- Always consider the environment and community with every decision made.

Reward:

We understand that passion and commitment work both ways, and we want our staff to forge a career here at Feldon Valley. Therefore, we reward our staff with:

- Use of the Golf Course (restrictions apply)
- Competitive salary
- Staff Uniform
- Career progression
- 28 days holiday (inc BH's)
- Pension Scheme
- Access to childcare vouchers
- Free Hot drinks and fruit for staff in the rest room
- A day off on your Birthday
- 25% Staff Discount in the restaurant
- Off peak access to the Fitness Room
- Long service awards
- Employee Assistance Scheme
- Bike to work scheme
- Referral incentives