



## **Job Description and Person Specification**

### **Job details**

Job title: Golf Assistant

Grade: NNC SCP £24,790.00

Reports to: Leisure Manager – Priors Hall Golf Course

Responsible for: N/A

Directorate and Service area: Communities and Leisure - NNC Leisure Services

### **Purpose of the job (why the job exists)**

To undertake a range of duties at Priors Hall Golf Course ensuring smooth operation of service for customers playing golf and visiting the facility in both internal and external capacity.

### **Principal responsibilities (please make these concise and ideally no more than 8)**

1. Supervising the operation of the facility ensuring that duties and activities are carried out in accordance with the facilities Normal Operating Procedures and Emergency Action Plans.
2. Ensuring the security of the building (including opening and locking up duties) and safeguarding of the property of the Council.
3. Comply with the Council's Health and Safety Policy. To help ensure compliance with Health and Safety and other mandatory guidelines and legislation.
4. Cover reception duties, cashing up and accounting of all monies received in accordance with the Council's Financial Rules.
5. Ensure the building and surrounding area is clean and tidy throughout the shift undertaking any additional work as required by the Leisure Manager.
6. The carrying out of all cleaning tasks, both internal and external as per the facilities cleaning procedures and maintain cleaning stores in accordance with COSHH regulations and general housekeeping standards.
7. Administer the appropriate First Aid recording accidents / incidents and relevant to the facility and its users in line with RIDDOR.
8. Undertake bookings as required liaising with Catering team ensuring all bookings/arrangements are communication efficiently.

### **General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed

audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### **Special features of the post**

- The post holder must attend all relevant training related to the requirements of the post.
- The post includes early mornings, evenings and weekend working which is inclusive of the salary grade and on rota basis.
- The post holder may be required to work at other facilities within North Northamptonshire Council.
- It is a special condition of employment that the post holder will work a rota system, which is subject to variation to meet the exigencies of the service. The salary grade recognises this condition, and no additional payment will be made in respect of the alternating shift system and weekend work.
- Hours of work will include all facility opening times (including bank holidays if required)
- Any overtime payments will be paid at basic rate.
- Bank Holidays will be paid at time for that day, in addition, at a later date, time off with pay shall be allowed.
- A uniform is provided and must be worn



## Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>- Good Standard of education (maths &amp; English)</li> <li>- First Aid at Work (or willing to gain)</li> </ul>	<ul style="list-style-type: none"> <li>- NVQ Level 2 or equivalent</li> <li>- Sports Coaching Qualifications</li> <li>- Health and Safety Qualifications</li> <li>- Fire Warden Qualification</li> </ul>
Experience and Knowledge	<ul style="list-style-type: none"> <li>- Good knowledge of ICT and experience of operating a computer.</li> <li>- Experience of Dealing with the public.</li> <li>- Cash handling experience, including operating a till and card machine.</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of Health and Safety</li> <li>- Experience of working in a similar role</li> <li>- An interest and understanding of golf</li> <li>- Retail &amp; stock control</li> </ul>
Ability and Skills	<ul style="list-style-type: none"> <li>- Spoken English fluency is required.</li> <li>- Excellent customer care skills, be always courteous as well as being flexible and enthusiastic in their approach to the required duties.</li> <li>- Good interpersonal skills and able to work under own initiative.</li> <li>- Good communication skills and ability to work in a team.</li> <li>- Enthusiastic and flexible approach.</li> </ul>	
Equal Opportunities	<ul style="list-style-type: none"> <li>- Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</li> </ul>	

Attributes	Essential criteria	Desirable criteria
Additional Factors	<ul style="list-style-type: none"> <li>- The post holder must attend all relevant training related to facility/service operation.</li> <li>- It is a special condition of employment that the post holder will work a shift system, which is subject to variation to meet the exigencies of the service. The salary grade recognises this condition, and no additional payment will be made in respect of the alternating shift system and weekend work.</li> <li>- Hours of work will include all facility opening times including bank holidays.</li> <li>- Any overtime payments will be paid at basic rate.</li> </ul>	