**Operations Officer – Queens Park Golf Course**

**Job Description**

Role Profile BCP Band F

Service/Team Commercial Operations – Leisure Services

Reports to Operations Team Leader – Queens Park Golf Course

Responsible for Volunteers

Number of posts 1

Post number TBC

Career Grade

# My job improves the quality of life for the people of Bournemouth Christchurch and Poole by ensuring Queens Park, the Golf Course, Catering and associated facilities to maintain and develop its offer as a leading golf and catering function.

# Overview

* To support the Operations Team Leader to operationally maintain, develop and deliver services at Queens Park Golf Course in line with the Business Plan the Council strategies and policies.
* To support the Operations Team Leader to deliver a captivating public space, golf and catering experience in a safe way meeting all necessary legislation and compliance on a cost neutral basis.
* To be part of the operational team at Queens Park Golf Course, building positive relationships with staff, stakeholders, partners, service providers and customers.

# Key Responsibilities

* Support the Operational Team Leader with delivering an engaging visitor experience throughout the whole of the Queens Park Golf Course operation,
* Lead and support volunteers, delivering inductions and training for new volunteers and staff.
* To assist in all aspects of the daily operations to include the golf shop, golf course operations, buggy management, oversight of the public open space, functions and catering.
* To support the Operations Team Leader in the health and safety requirements for the site to include licensing, fire safety and stock control ensuring effective working practices across all areas.
* To be responsible for cash in the tills whilst on duty, and to conduct cashing-up procedures ensuring that all banking is correct, stock is re-ordered and accounted for and to report any discrepancies to the Operations Team Leader
* Responsibility for the maintenance of the Season Ticket database and the administration associated with renewals and issue of new memberships.
* To lead and coach members of the operational team in procedures, complaint handling and general operations.
* Work closely with the commercial and function teams, ensuring that all aspects of the visitor experience are closely considered, in conjunction with the other elements of the operation, to support the development of commercial activities.
* Support the team with delivery of functions and events within Queens Park Golf Course and grounds.
* Develop and maintain relationships with partners, golf club members, local residents, ward councillors and other stakeholders in the operational running of the site.
* Support with the collection and analysing of data to support the business to develop its service along with having a detailed understanding of golf trends within the local area.
* To undertake routine inspections/checks as required and trained to perform, taking remedial action to repair any defects, or if repair not possible, report them to the Operations Team Leader
* Respond to telephone and written enquiries, giving appropriate information and advice or referring the enquiry to the appropriate member of staff. Respond to complaints and compliments in relation to the site.
* Facilitate sports bookings for the Bournemouth and Christchurch area within set pricing strategies, acting as a point of contact for all enquiries and bookings.
* Take a lead on all group and business golf bookings, ensuring customer satisfaction and income maximisation
* Deputise for the Operations Team Leader where required.

# Specific Qualifications and Experience

* NVQ 3 or previous relevant equivalent experience
* Ideally a minimum of 2 years’ experience in leisure facilities
* First Aid at Work
* Knowledge of Licensing, Stock Control and Wastage procedures in a catering environment
* Experience of delivering operational activities within public grounds and the complexities of these being used for various purposes
* Experience of delivering creative solutions to a range of problems
* Experience of financial and administrative systems
* Related Health & Safety knowledge and safe working practices
* Good knowledge of ICT including Excel, Word, Outlook and other programmes relevant to the role
* Evidence of complaint handling skills.

# Personal Qualities & Attributes

* Organised and efficient with attention to detail.
* High-level of resilience and calm under pressure
* Ability to build rapport at different levels and be an excellent communicator
* Attention to detail with sound literacy and numeracy skills.

# Job Requirements

• Must hold a valid UK driving licence to be able to use the golf buggies on site

* This role is an operational onsite role required to be based at Queens Park Golf Course
* As part of a 7-day operation, weekend and evening work is a requirement of this role

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.