

**GOODWOOD**

**The Role**

The **PGA Trainee Professional** will be part of the Golf At Goodwood team and report to the Academy Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

The role is an intrinsic part of the professional tuition team at Golf At Goodwood. You will be supported through your PGA training and receive the hands on experience needed to help you become an innovative and brilliant PGA professional. You will be required to support the existing tuition team and take responsibility for delivering great service through your interaction with members and guests alike.

**Key responsibilities**

* Meet & greet/developing relationships with all visitors and customers to the Academy
* Respond to enquiries for the academy & advising on all relevant academy activity offerings and facilities
* Gaining and maintaining a sound knowledge of the Academy and its offerings to then upsell all lesson activities and retail products
* Process payment for lessons and products where necessary
* Advise and take bookings for individual and group coaching sessions for the academy coaches
* Be responsible for general high standard of upkeep in all areas of the Golf Academy including the inside & outside facilities
* To assist the golf coaches in group coaching sessions where needed
* To upsell relevant Golf At Goodwood membership by gathering data and directing enquiries to Golf At Goodwood membership department

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Have a passion and understanding of Golf
* Level 1 golf coaching certified
* CRB checked
* Have excellent communicating skills with a main focus and attention on delivering a consistent high standard of customer service

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |