Job Title: Client Relations Assistant
Department: Commercial Department – Hospitality
Reporting To: Head of Hospitality
Hours: 35 hours per week / Mon – Fri
Location: St. Andrews - a period of homeworking due to current government guidance is to be expected
Contract: Fixed Term – March 2021 to 30 September 2021 (with the possibility of being extended)

Job Purpose

Based in St Andrews, The R&A runs professional championships including The Open and the AIG Women’s British Open, elite amateur events, international matches and rankings. The R&A, through R&A Rules Ltd, governs the sport worldwide, outside of the United States and Mexico, on behalf of over 36 million golfers in 143 countries and with the consent of 157 organisations from amateur and professional golf.

The R&A is at the forefront in modernising the sport and making it more relevant to today’s society. The R&A’s purpose is to make golf more accessible, appealing and inclusive and to ensure it is thriving 50 years from now. Our Commercial department plays a key role in supporting that purpose and we are looking for a Client Relations Assistant to join that team on a fixed term basis.

The successful candidate will be responsible for supporting the hospitality sales department and will provide comprehensive and efficient administration and operational services, delivered in a professional, confidential manner with excellent communication skills. This role is very varied and will have responsibility to ensure all work is carried out to the highest possible standard.

Job Description

ROLE AND RESPONSIBILITIES

Core responsibilities including the following:

- Assist with the booking process on behalf of the sales team ensuring that all information submitted is entered into Dynamics/Secutix (CRM/Booking system).
- Communicate regularly with clients and responsibility for handling day-to-day hospitality information requests.
- Ensure all customer data is correct on the CRM and Secutix system and updated when appropriate, provide support to the team if required.
- Support the sales team with any customer queries and questions.
- Work with the Client Relationships Executive and event managers of the catering supplier on establishing dietary requirements of customers and table plans.
- Answer inbound sales calls when sales team are unavailable ensuring appropriate actions are taken.
- Follow up on overdue customer payments in order to support the sales team and process approved refunds/exchanges.
- Prepare and produce agendas and minutes for internal/external meetings.
- Work on-site with the sales and events team to ensure the best experience for guests.
- Assist with fulfilment of tickets for hospitality guests, agents and partners.
- Process approved refunds/exchanges prior to and during The Open.
• Provide other administrative and operational support to the Head of Hospitality, and other office duties as required.
• Attend The Open in Royal St. George’s from 5 to 19 July 2021.

QUALIFICATIONS AND EXPERIENCE
ESSENTIAL
• Experienced user of Microsoft Office.
• Experience working in sales support and/or customer service environment.

DESIRABLE
• Experience in events and corporate hospitality.
• Previous experience in a similar role, in a sales environment.
• Experience of working with systems (preferably CRM, ticketing, booking or event systems).
• An interest in / basic knowledge of golf.

SKILLS
In addition, the successful candidate should:
• Use their initiative and be proactive.
• Have strong communication skills – written and spoken.
• Have excellent attention to detail.
• Be a strong team player.
• Be flexible & reliable.
• Be diligent and thorough.
• Be professional and customer focused.

Please note that we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.

To apply for this vacancy, please send your c.v. and covering letter, stating your salary expectations to Shanice Sharp at recruitment@randa.org by the closing date of midday on Tuesday 23rd February.

We may close this vacancy before the closing date should we receive sufficient applications.

How your information will be used
In order to progress your application, for administrative purposes, The R&A will record, keep, and hold the personal data which you have provided in this application stored in our Human Resources files. Your data will not be transferred to any third parties outside of The R&A group companies. If your application is successful, The R&A will hold this data as part of your employee record which will be stored on the basis of our Privacy Policy at https://www.randa.org/Footer/Privacy-Policy. In the event that your application is unsuccessful, we will hold the application form and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it.

If you have any questions about The R&A’s use of your data, please contact us at privacy@randa.org.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.