

BUSINESS MANAGER (FGT)

Reference No.	A4792	Type	Individual
Service	Fife Golf Trust		
Job Family	Professional 3	Grade	FC9

Purpose

To optimise revenue generation streams, enhance the business efficiency of FGT and maximise opportunities to market FGT. The postholder will support the CEO as required and deputise as appropriate

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Customer Service Management – e.g. customer responses, Summary reports and use of data intelligence to deliver improvements	Ability to provide a regular and effective service	✓	
Marketing of FGT – via social media, website, PR etc	Excellent Communication skills – report writing/ social media / presentation skills to a diverse range of groups	✓	
Optimising existing Revenues and identify new opportunities – via dynamic pricing, data analysis, Marketing strategy etc	Customer Service ethos and skill set – ability to maintain healthy relationships and open communication channels even when position differences are recognised	✓	
Develop and market strategies/plans to increase participation amongst key underrepresented demographics	Excellent Track record in the golf industry for revenue generation, innovation and promoting growth of the game		✓
Financial Management – manage and ensure efficient and accurate reporting systems are in place	Good financial management and interpretative skills	✓	
	Extensive relevant experience in the golf industry	✓	
HR – Ensure appropriate policies are in place and as required manage HR operational issues e.g. absence management	Educated to SVQ 4/HND level, preferably within a related discipline	✓	

Role Profile

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Key internal Business Partners – foster and maintain good working relationships e.g. in situ clubs / golf pros / Fife Council	Excellent demonstrable record of effective partnership working	✓	
Key external Business Partners – Foster and develop positive working relationships e.g. R&A, Scottish Golf, Fife Golf Partnership	Management and appropriate level HR skills and knowledge	✓	
Manage Golf Admin support staff	IT skills – highly skilled and effective in the use of social media and highly proficient in the use of relevant IT software and hardware	✓	
IT systems – optimise use/ produce operational procedures as required and manage change when new technology is introduced	Leadership – experience and ability of demonstrating leadership and effective communication at high profile events – Council/ public meetings / Board level		✓
Deputise for the FGT CEO as required	Experience/ demonstrable understanding of public services and culture		✓
Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required			
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			
Additional Information – the following information is available:	Expected Behaviours		
<ul style="list-style-type: none"> • How we work matters 	Every FGT employee is expected to lead the way by making decisions and behaving in ways that uphold the community commitments and values of our sole member – Fife Council. Please refer to How We Work Matters Guidance to learn more.		

To be completed by Human Resources, Finance and Corporate Services			
Date created	04/08/2021	Line Manager	Alistair MacGregor, CEO , FGT
Date agreed	19/10/21	Job Analyst	Jackie Anderson
Date logged on the HR & Payroll System		JE Ref No	A4792