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HEAD OF HANDICAPPING & COURSE RATING PROFILE: ENGLAND GOLF LINCOLNSHIRE, UK

HEAD OF HANDICAPPING AND COURSE RATING AT ENGLAND GOLF

England Golf (EG) seeks to appoint a Head of Handicapping & Course Rating to drive the delivery and administration of the World Handicap System (WHS) throughout England. This senior role brings together strategic leadership and technical knowledge and will have line management responsibility for a small specialist team, alongside working closely with other EG departments, counties, golf clubs, and other key stakeholders in the industry. The main responsibilities of the postholder will be to, lead in the development of training programmes, manage the regional advisory networks and ensure that handicapping services are effectively delivered across England. Candidates should be conversant with WHS and Course Rating, have strong experience of leadership, and possess excellent stakeholder management skills. This is a pivotal role within England Golf's Operations team, and the ideal candidate will be willing to travel extensively.

ABOUT ENGLAND GOLF

England Golf, the governing body for amateur golf in England is a non-profit organisation dedicated to growing the game of golf. Headquartered at The National Golf Centre at Woodhall Spa, in Lincolnshire, UK, England Golf works at the heart of golf in England, supporting and empowering a thriving community of players, counties, and clubs to get the most out of the game of golf!

England Golf's values:

- **Be Inclusive.** Welcoming and enabling everyone to be involved with golf in England
- **Be Honest.** Acting with integrity, trust, fairness, reliability and transparency
- **Be Supportive.** Working together to make golf better for everyone, inspiring people to achieve their goals
- **Be Excellent.** Continuously improving, exceeding expectations, and setting high standards
- **Be Responsible.** Being personally accountable and passionate about driving a strong future for golf

England Golf stands for Golfers, Golf Club, and the Game and they proudly support thousands of clubs and players across the country and always welcome everyone, whatever stage they are at in their golfing life.

ENGLAND GOLF BY THE NUMBERS

- Affiliated Golf Clubs: 1,800
- Affiliated Members: 722,000
- iGolf Subscribers: 54,000
- MYEG App Users: Approximately 430,000
- Responsible to: Chief Operating Officer
- Responsible for: x3 Regional Managers (North, Midlands & South) and the Course Rating Administrator

ENGLAND GOLF WEB SITE: www.Englandgolf.org

HEAD OF HANDICAPPING & COURSE RATING POSITION OVERVIEW

To oversee and effectively implement the World Handicap System™ (WHS™) and Course Rating™ (CR) within England.

KEY WORKING RELATIONSHIPS

Internal

- Chief Operating Officer – regular communication.
- Regional Handicapping & Course Rating Managers – regular communication.
- Course Rating™ Administrator – regular communication.

- Head of Digital and Head of iGolf/iPlay – regular communication.
- Staff – communication and cross team connectivity.
- Regional advisory groups – scheduled meetings.
- Counties – support for handicap advisors and Course Rating™ teams.
- Golf clubs – targeted communication and education.

External

- Golf GB&I – member of Technical Handicap Advisory Group (THAG).
- R&A/USGA – licensing requirements of WHS™ and Course Rating™.
- DotGolf – supporting WHS™ platform and MyEG App performance.
- Software providers – engagement on WHS™ platform licence/API.
- Other industry bodies – collaborative working relationships.

KEY RESPONSIBILITIES

- Implement the World Handicap System (WHS) and Course Rating™ in line with organisational values, objectives and priorities.
- Ensure relevant WHS™ and Course Rating™ platforms, processes, training and communications are effectively managed.
- Develop a framework across the three regions to assess the effectiveness and support required for counties and golf clubs.
- Work closely with Head of Digital and DotGolf (WHS™ platform & MyEG App provider) to review and develop effectiveness of WHS™ related systems.
- Oversee processes in relation to handicapping and Course Rating™ enquiries from counties, golf clubs, golfers and volunteers.
- Support and effectively deploy England Golf regional handicap advisors and regional Course Rating™ advisors.
- Support and mentor direct reports and WHS™/iGolf administrators on all aspects of handicapping and Course Rating™ to provide high quality service provision.
- Work closely with Head of iGolf/iPlay and iGolf Handicap Advisor to ensure consistency across both teams from a handicapping perspective.
- Lead on the implementation of WHS™ and Course Rating™ advisory and education service to county stakeholders, golf club representatives and golfers.
- To oversee the delivery of an agreed training programme for USGA Course Rating™ in conjunction with regional advisors and counties.
- Develop resources for the delivery network to utilise with clubs on all aspects of handicapping and Course Rating™.
- Engage with Communications Director in support of delivering WHS™ and Course Rating™ communication campaigns.
- Other tasks reasonably required by England Golf.

ESSENTIAL CANDIDATE QUALIFICATIONS

- GCSE's and/or A Levels in English and Math's or equivalent.
- Sound knowledge and understanding of the World Handicap System™ (WHS).
- Sound knowledge and understanding of Course Rating™.
- Structure of golf (general, golf club based & administrative structure).
- Excellent leadership and ability to build/strengthen relationships with key stakeholders.
- Strong and flexible project management skills.
- Ability to empower, persuade and influence across key audiences.
- Strong analytical and problem-solving skills.
- Outstanding communication skills, including public speaking/ presentation skills.
- Computer literate in spreadsheet, word processing and presentation software.
- Proven track record of motivating and energising teams.
- Engaging and strong support for colleagues and volunteers.
- Able to work independently or as part of a team, with strong interpersonal skills.
- Confident with social skills to represent the company in external professional contexts.

- Display and encourage attitudes and behaviours that respect and value diversity and promote equal opportunities.
- Previous experience in leadership & management positions.
- Prior work in leisure or golf related industry.
- Effective and proven management of budgets.
- Tutoring/facilitator experience.

DESIRED CANDIDATE QUALIFICATIONS

- Sport related diploma/degree.
- Sound knowledge of various club handicapping and/or competition management software packages.
- Working knowledge of the Rules of Golf & Amateur Status.
- Club facility management & operations.
- Business planning.
- Previous handicap advisory experience.
- Previous Course Rating™ experience.
- Experience of handicap administration at county and /or club level.

THIS IS A REMOTE POSITION WITH THE SUCCESSFUL CANDIDATE BEING EXPECTED TO GO TO THE OFFICE TWO DAYS A WEEK EVERY TWO WEEKS

SALARY AND BENEFITS

Salary is highly competitive. England Golf offers an excellent benefits package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your CV and cover letter, in that order, using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process. Please be sure your image is not present on your CV or cover letter; that should be used on your LinkedIn Profile.

Prepare a thoughtful cover letter addressed to Richard Flint, Chief Operating Officer, and Mary-Anne Price, HR Director, and clearly articulate your alignment with this role why you want to be considered for this position at this stage of your career.

You must apply for this role as soon as possible but no later than Wednesday 27th November 2024. Candidate selections will occur in early December with the first Interviews expected on Monday 9th December 2024 and the second interviews in mid-December.

IMPORTANT: Save your CV and letter in the following manner:

“Last Name, First Name CV”

“Last Name, First Name Cover Letter – England Golf - HHCR”

(These documents should be in Word or PDF format)

[Click here](#) to upload your CV and cover letter.

If you have any questions, please email Patty Sprankle at patty@kkandw.com or Michael Herd at michael.herd@kkandw.com

Lead Search Executive:

Michael Herd

Head of International Search & Consulting

+44 (0) 7903 035312 – United Kingdom

michael.herd@kkandw.com

www.kkandw.com