



Arikikapakapa
The home of
ROTORUA GOLF

Job Description

Position	Course Superintendent
Status	Permanent full time
Reports to	General Manager
Direct Reports	Three Green Keepers
Key Internal Relationships	<ul style="list-style-type: none"> • Rotorua Golf Club staff • Volunteer workers • Operations Committee or equivalent
Key External Relationships	<ul style="list-style-type: none"> • Club Members • Contractors • Suppliers • Green Keeping staff from other Clubs • NZ Golf Course Superintendent Association
Location	Rotorua Golf Club, Rotorua
Primary Objective	To manage the day-to-day operations and co-ordinate all activities relating to the preparation and maintenance of the Rotorua Golf Club Course environs.
Experience/Skills	<ul style="list-style-type: none"> • Level 4 Turf Management Qualification or equivalent. • Significant experience in the golf course industry. • Good communication skills. • Flexible and adaptive to changing needs. • Team player. • Innovative skills. • Experience in operating machinery. • Meet time demands. • Able to manage, develop and empower staff. • Holds a Grow Safe and Approved Handlers Certificate.

Overall Responsibilities

Key Accountabilities	How Achieved	Measures of Performance
Operational Planning	<ul style="list-style-type: none"> • Provide a development & maintenance plan for the course. • Identify the resources required to achieve the plan. • Plan and schedule day to day activities. 	<ul style="list-style-type: none"> • Operational plans are in place. • Annual budget to GM by agreed date. • Maintenance plan adhered to.

Staff Management	<ul style="list-style-type: none"> • Develops performance agreements with all staff to identify key deliverables and accountabilities. • Lead by example, with good management practices. • Continually seek new ways to improve the club demonstrated by participation in and contributing towards the development of new services. • Establish effective team processes and practices – demonstrated by the achievement of team and club goals and accountabilities. • Contribute to effective decision making. • Regularly provide feedback to team members when required. 	<ul style="list-style-type: none"> • Low staff turnover • Staff are trained and developed to work as a team. • No complaints from Staff
Provides Training and Instruction for Staff	<ul style="list-style-type: none"> • Staff develop competences in course and turf management. • Develop a personal development plan that includes training and development for staff. • Staff are given the opportunity to expand their skills. • Industry Training Organisations (ITO) competency assessments are established, and qualifications encouraged. 	<ul style="list-style-type: none"> • Development plans are agreed with staff. • ITO qualifications are gained by course staff
Provides Instruction and Expertise on Mowing Greens, Tees, Surrounds, Fairways and Roughs	<ul style="list-style-type: none"> • Ensure staff set up the machines to specifications from manuals. • Provide examples on mowing activities. • Operate machinery in a safe and nonhazardous manner. • Maintain machinery and equipment in clean & tidy working condition. • Ensure pre and after checks on machinery are carried out 	<ul style="list-style-type: none"> • Mowing completed to standard required and in accordance with agreed timeframe and maintenance plan. • No lost time due to malfunction of equipment • Equipment faults reported.
Provide Instruction and Carry Out Spraying on Greens, Tees, Surrounds, Fairways, Roughs, Paths, Bunkers, Fence lines, Trees, Hedges, Lakes,	<ul style="list-style-type: none"> • Staff are made aware on what to do and instruction is given. • Stocks are maintained. • Safety equipment and protective clothing used. • Equipment washed and cleaned down after use. • Any Malfunction of equipment reported. • Records of spraying kept. 	<ul style="list-style-type: none"> • Chemicals mixed to manufactures recommendations. • Health and safety instructions adhered to in applications of sprays. • Even application applied. • Equipment cleaned and ready for use.

Buildings and Environs		<ul style="list-style-type: none"> • Chemical application sheets filled in.
Ensure Bunkers are Maintained	<ul style="list-style-type: none"> • Bunkers maintained in accordance with Maintenance Plan. • Provide instruction on best bunker maintenance practice for staff. • 	<ul style="list-style-type: none"> • Quality & timing meet established standards.
Ensure General Maintenance on Courses is Undertaken to a High Standard	<ul style="list-style-type: none"> • Check Greens, Tees, Fairways for watering requirements. • Service Irrigation System. • Divoting. • Shifting Tee Markers. • Set and check all daily pin placements. • Maintain Course Markers. • Maintain Drains. • Repair Fences and Buildings. • Remove Tree Litter. • Remove Course Litter. • Greenkeepers shed is kept tidy. 	<ul style="list-style-type: none"> • Members satisfied with no or minimal complaints received. • Repairs carried out within set timeframes. • Maintenance meets established requirements. • Records kept.
Ensures Maintenance of Machinery is Carried Out	<ul style="list-style-type: none"> • Provide support to the Maintenance Engineer as required. • Checking lubricants, water and fuels on Equipment. • Cleaning of machinery and equipment. • Undertake back lapping on mowers. 	<ul style="list-style-type: none"> • Plant and equipment always fully fuelled. • Machinery and equipment kept clean. • Mowers sharp and reset to standard requirements.
Provides Instruction and Carries Out Fertilisation of Greens, Tees and Fairways	<ul style="list-style-type: none"> • Mix up fertilisers as per instructions. • Apply fertiliser to greens, tees, and playing surfaces. • Utilise machines for fertilising fairways. • Resowing and reurfing as required. 	<ul style="list-style-type: none"> • Fertilisers applied evenly. • Effective in stimulating growth. • Greens and tees reurfed and resown returned to service quickly.
Renovations	<ul style="list-style-type: none"> • Fertilisers & amendments are applied evenly. • All renovations are carried out as per maintenance plan including coring of greens and fairways. • Sanding carried out on greens as per maintenance plan. 	<ul style="list-style-type: none"> • Carried out as per maintenance programme. • Greens and tees holes are filled up with sand.
Manages the Course Irrigation System	<ul style="list-style-type: none"> • Manages application rates to achieve a well grassed firm surface. • Manages maintenance of the system. 	<ul style="list-style-type: none"> • Application rates are achieved. • Water costs are kept to a minimum. • Maintenance time is

		<p>minimised.</p> <ul style="list-style-type: none"> • Turf is kept healthy.
Provide Leadership on Major Refurbishment and Special Maintenance	<ul style="list-style-type: none"> • Manage any refurbishment projects and establishment of new tees, bunkers, fairways and greens in accordance with course development plan. • Assist in other special or major maintenance/development as required. 	<ul style="list-style-type: none"> • Club members inconvenienced as little as possible. • Courses developed to approved standards.
Other	<ul style="list-style-type: none"> • Undertake other work that is determined from time to time by the General Manager • Provides General Manager with the required and relevant reporting information including regular updates in the club newsletter. • Ensures all Health and Safety compliance is carried out. • An Asset Management plan is developed, and all assets are reconciled against the asset register. 	<ul style="list-style-type: none"> • Other work and reporting are carried out. • Health and Safety compliance is up to date. • Asset Management plan is implemented.

Core Behaviours

Core Behaviour	Staff Who Demonstrate This Behaviour	Measures of Performance
Effective Communications	<ul style="list-style-type: none"> • Consider the best way to present a clear message to get point across. • Take into account others point of view. • Communicate equally well with other staff, managers and club members. • Are willing to share information with others. • Communicate both verbally and in writing. • Present reports to General Manager and Member Forums. 	<ul style="list-style-type: none"> • Provide well thought out, timely, oral and written reports. • Few misunderstandings occur. • Information is shared with others.
Technical Knowledge	<ul style="list-style-type: none"> • Look for new technology in the way things are done. • Form opinions which are technically sound and well founded. • Take an active interest in increasing their technical knowledge by reading publications. • Attending field days etc. 	<ul style="list-style-type: none"> • Looks for ways of doing things better. • Are technically good at what they do. • Seek opportunities to learn new skills.

<p>Teamwork</p>	<ul style="list-style-type: none"> • Raise issues of concern with other teammates. • Resolve differences in opinion by seeking mutually acceptable solutions. • Willingly participate in team activities • Acknowledge and where appropriate praise others for contribution to team goals. 	<ul style="list-style-type: none"> • Consider the team effort more important than their own efforts. • Participate openly by sharing experiences and opinions with others. • Are sensitive to the needs of others in the team.
<p>Initiative and Problem Solving</p>	<ul style="list-style-type: none"> • Identify issues that need addressing. • Look for ways of solving problems. • Look for ways of doing things better. • Look ahead on how to improve things. 	<ul style="list-style-type: none"> • Identify what needs to be done. • Take action before being asked to. • Seek information to solve problems.
<p>Effectiveness</p>	<ul style="list-style-type: none"> • Do it once and do it right. • Carry out their own quality check on the work they do. • Consider the consequences if things go wrong. 	<ul style="list-style-type: none"> • Weigh up alternative solutions. • Look for things that will have a positive outcome for the club. • Look for benefits and savings before proceeding.
<p>Work Management and Working Unsupervised</p>	<ul style="list-style-type: none"> • Are focused on getting the job done. • Set high standards of work for themselves. • Don't need constant supervision. 	<ul style="list-style-type: none"> • Make best use of their time. • Focus on the job at hand and don't get distracted. • Able to set and maintain priorities.