



GOODWOOD

The Role

The **Membership Executive** will be part of the Golf At Goodwood team and will report to the Membership 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

Always inspired by
Goodwood's heritage

Derring-Do

Daring to surprise and
delight

Obsession for Perfection

Striving to do things
even better

Sheer Love of Life

Sharing our infectious
enthusiasm

Purpose of the role

Working closely with the Membership Manager to contribute to a successful member retention and acquisition strategy, ensuring a first class customer journey throughout the membership process.

Key responsibilities

- To manage and develop the membership offer, working with the Membership Manager to establish key objectives and activities in order to deliver annual targets, including the acquisition of new members;
- To build and maintain long lasting relationships with members through effective Member management nurturing and supporting members as required;
- To produce reports showing the results of membership recruitment, retention, and non renewals including financial reporting when required;
- To provide full administrative support to the Membership Manager using Microsoft Office packages;
- Process new memberships, renewals, change of details, member packs, letters and membership cards;

- Manage the membership systems (including CRM) to ensure data is current, complete and stored correctly;
- Communicate effectively, in writing and orally, the range of club services and benefits of membership;
- To ensure a consistently high level of service is delivered to members and prospective members;
- To assist with membership enquiries from website, email, telephone or in-person, responding to their request efficiently; taking them from initial enquiry through to closing the sale;
- To support the Golf At Goodwood team in any other ways deemed necessary for the successful achievement of the overall business goals;

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
- Strong interpersonal skills, articulate and confident communicator
- A sense of fun!

What do you need to be successful?

- Proficient in the use of Microsoft Office software;
- The ability to maintain client confidentiality at all times;
- Time management and Administration skills;
- Previous experience of using Intelligent Golf would be advantageous as would an interest in the golf industry;
- Understanding of Customer Service and ability to showcase the Golf Club in order to sell Memberships;

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

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