

**GOODWOOD**

**The Role**

The **Bespoke Membership Account Executive** will be part of the **Motorsport Clubs Team** and will report into the **Bespoke Membership Manager.**

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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 Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

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| **The Real Thing** | **Derring-Do** | **Obsession for Perfection** | **Sheer Love of Life** |
| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

The Bespoke Membership team is part of the wider Motorsport Clubs team, delivering excellent customer experiences and a professional service to all clients of our two bespoke motorsport memberships.

Responsible for the successful implementation of an all-encompassing event calendar, a world-class experience at Goodwood’s three headline motorsport events, timely and accurate correspondence and full accountability of the administrative tasks in relation to memberships.

In addition, to managing all administrative processes, in providing a comprehensive service, ensuring that all administration is planned and executed to a high standard and in a timely manner.

**Key responsibilities**

* Provide a professional year-round service, delivered with a twist
* Manage the handling of all formal and ad-hoc inbound & outbound communications, by establishing efficient practices in terms of handling various inbound and outbound correspondence, passing on to relevant parties where applicable.
* Assist with the delivery of Bespoke Membership contracted rights, including a suite of truly unique and exceptional experiences at Goodwood and beyond
* Be prepared to act as a concierge for Ultra High Net Worth Individuals (UHNWI) throughout the year, organising accommodation, transport and other ad-hoc event attendance for them.
* At headline and year-round events, work alongside the wider team to liaise with, and look after, members and their guests maintaining and building on customer relationships
* Assist with the delivery of the renewal cycles, managing all stakeholders and members as appropriate including the invoicing, collateral ordering and processing of all memberships
* Take responsibility for ensuring that all club information is up to date and professionally portrayed via all appropriate collateral.
* Create efficient processes to provide basic service functions to all Bespoke Membership clients.
* Assist in delivering a money can’t buy rolling event calendar that ties in with the GRRC calendar where appropriate
* Assit with the implementation, safe and professional execution and delivery of a variety of experiences and events for Bespoke Membership members.
* Provide event support to the Motorsport Clubs team during the motorsport season
* Be proactive in researching the best in luxury experiences to contribute to the rolling event calendar.
* Have a great relationship with the whole Goodwood Estate in order to create wonderful experiences.
* Any other ad-hoc duties as reasonably expected within the team

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* An exceptional eye for detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Excellent communicator
* Enthusiastic and self-motivated
* A sense of fun!

**What do you need to be successful?**

* Strong IT skills, specifically in Microsoft packages
* Verbal, numerical and analytical ability
* Full clean driving licence
* Experience of working within a fast-paced environment
* A flexible approach to work which can be adapted to meet the needs of the business
* Confidence to host and communicate with UHNWI