

**GOODWOOD**

**The Role**

The **Bespoke Membership Senior Experience Coordinator** 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**

To work as a key part of the Bespoke Membership Team, specifically tasked with leading on delivering an excellent customer experiences and professional service to all Bespoke Membership clients.

Working closely with the Bespoke Membership Manager, you will be an active and energetic team player. Playing a role in delivering the membership’s contracted right; this includes, but is not limited to, the successful execution of an all-encompassing global event calendar, a world-class experience at Goodwood’s three headline motorsport events, timely and accurate correspondence and support of the administrative tasks in relation to events and memberships.

This unique role will allow the individual to flourish in one of Goodwood’s most exciting divisions, combining a love of motorsport with unrivalled, luxury experiences for ultra-high-net-worth individuals (UHNWI).

**Key responsibilities**

* Provide a professional year-round service, delivered with a twist.
* Manage the handling of formal and ad-hoc inbound & outbound communications, by establishing efficient practices and passing on to relevant parties where applicable.
* Provide event support to the Motorsport Clubs team pre, on and post event.
* Assist with developing and implement a rolling 3-year calendar of events.
* Take full responsibility and ownership for the implementation of the Bespoke Membership contracted rights and work with the Event Operations team to manage the planning and implementation of the members experience at each of Goodwood’s headline events, Member’s Meeting, Festival of Speed and Revival.
* Lead on the implementation, safe and professional execution and delivery of a variety of experiences and events for Bespoke Membership members.
* Ensure that the budget is achieved for these experiences and events whilst providing accurate live forecasting to the Bespoke Membership Manager.
* Be proactive in researching the best in luxury motorsport experiences.
* Be prepared to act as a concierge for UHNWI’s throughout the year, organising accommodation, transport and other ad-hoc event attendance for them.
* Create efficient processes to provide basic service functions to all Bespoke Membership clients
* Have a great relationship with the whole Goodwood Estate in order to create wonderful experiences – you will be expected to have knowledge of all packages on offer and create a black book of useful contacts to make these experiences happen.
* Any other ad-hoc duties as reasonably expected within the team.
* Develop and implement a rolling 3-year calendar of events.
* Ensure that all administration, both pre and post-event, is conducted in an efficient and accurate manner including the tracking of all financial costs and forecasts, production of booking forms and invitations.

**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
* Excellent communicator
* Driving licence
* A sense of fun!

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

* Proactive approach to event planning, forecasting and research.
* Experience of working within the event industry.
* Previous budgeting and/or revenue management responsibility.
* Confidence to host and have exposure to UHNWI’s.
* Experience of working within a fast-paced environment.
* Strong IT skills, specifically in Microsoft programmes.
* Verbal, numerical and analytical ability.
* Commercial management skills.
* Stakeholder management skills.
* A flexible approach to work which can be adapted to meet the needs of the business.