

**GOODWOOD**

**The Role**

**The Club Experience Planner** will be part of the **GRRC team** and will report to the **GRRC 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**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| 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 Club Experience Planner role will be tasked with providing an array of experiences for existing and future segments of the Goodwood Road Racing Club.

Working closely with the GRRC Manager, you will be an active, energetic team player within the wider GRRC team. Play a shaping role in driving the team’s mission of nurturing a genuinely multi-tiered and international Club, united by passion. Specifically, be fully responsible for a comprehensive suite of experiences for all GRRC customers, taking them from the planning stage all the way through to marketing and execution, whilst successfully managing, reconciling and reporting on the financials and ensuring customers have the best experience possible. In addition, the position will support the team with all administrative tasks, including mailings to members, answering telephone calls, assisting with the renewals period as well as helping embed and grow the GRRC Fellowship.

**Key responsibilities**

* Take full responsibility for the implementation, safe and professional execution and delivery of a diverse calendar of GRRC experiences, including but not limited to: Driving Tours, Balls, Track Days, Social Events, and the member experience at Goodwood’s three headline events;
* Ensure that GRRC budget is achieved for these experiences, whilst providing accurate live forecasting to the GRRC Manager;
* With a brief from the senior GRRC roles, work with the Event Operations team to manage the planning and implementation of the GRRC experience at each of Goodwood’s headline events; Member’s Meeting, Festival of Speed and Revival. Includes the management of enclosure guest lists and information packs;
* As well as delivering physical experiences, pioneer the implementation of digital experiences in order to broaden the GRRC appeal;
* 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 marketing communications and obtaining feedback from Members;
* Be an ambassador for the GRRC both internally and externally, maintaining the highest customer service standards when communicating with customers via telephone, email and face to face;
* Keep abreast with industry trends and news, to lead the innovation of new GRRC experiences for current and future GRRC tiers;
* Take full responsibility for the delivery of monthly Member mailings and communications, including the management of content, creative, timelines and costs;
* Liaise with other departments around the Estate regarding Club information, sharing news, and offers as well as building and maintaining relationships with external suppliers and stakeholders;
* Work with the GRRC team during the annual renewal and new member cycle;
* Any other duties as reasonably required.

**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
* A sense of fun!

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

* Experience or working within the event industry;
* Previous budgeting and/or revenue management responsibility;
* Knowledge of all Microsoft Office programmes;
* Commercial management skills;
* Stakeholder management skills;
* A flexible approach to work which can be adapted to meet the needs of the business;
* Knowledge of Talent Systems.