

**GOODWOOD**

**The Role**

The **Administrator** will be part of the Goodwood Road Racing team and will report to the GRRC Fellowship Coordinator.

**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**

Reporting into the GRRC Fellowship Coordinator, you will play a key role in managing all administrative processes and providing a comprehensive service to members of the GRRC, ensuring that all administration is planned and executed to a high standard and in a timely manner. This will form a crucial foundation in driving the team’s mission of nurturing a genuinely multi-tiered and international Club, united by passion.

Day to day, these services will enable the wider team to achieve all necessary goals in terms of acquisition and retention.

**Key responsibilities**

* Proactively maintaining and dealing with enquiries and requests from new and existing Fellows and Members; ensuring efficient practices are established to manage all inbound and outbound correspondence
* Support the annual renewal and new member process in order to support the objectives of the GRRC Manager. Includes, but is not limited to, collating pack collateral, ensuring timely pack delivery, and managing the physical process of renewing and on-boarding members;
* Support Fellowship coordinator with maintaining Fellowship retention targets;
* Support with implementation of Fellowship year change. Includes, but is not limited to, collating pack collateral, ensuring timely pack delivery, and managing the physical process of renewing and on-boarding members;
* Oversee the Fellowship inbox and renewals tracker in the absence of the Fellowship coordinator;
* Be a key team member at headline events, helping to host membership enclosures and be part of the Fellowship sales team;
* Manage all systems relating to GRRC member subscriptions, including the Member-in-Waiting list, vehicle register, House allocations and other such items;
* Monitor the Club Facebook pages, staying on top of any enquiries or questions;
* Administer incoming and outgoing post;
* Process and produce the end of day cash reports;
* Periodic maintenance of Club database.
* Set the agenda, taking and reporting minutes for the weekly team meetings;
* Raising invoices to third parties where necessary;
* 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;
* Support the GRRC Fellowship and Membership Coordinators with ad-hoc projects relating to role out or adaptation of administrative processes;
* 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”
* 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?**

* Proven administration skills;
* Excellent telephone manner;
* Knowledge of MS Office, Outlook, Excel;
* Experience of working with and helping the general public.