

**GOODWOOD**

**The Role**

The **Health and Wellbeing administrator** will be part of the **Health and Wellbeing Team**  and will report to the **Leisure 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**

|  |  |  |  |
| --- | --- | --- | --- |
| 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 provide administrative task for Health and Wellbeing, completing sales tours when required.

**Key responsibilities**

* Assist members with daily request and enquiries on email, in person and on phone.
* Complete Month End Reports
* Update trackers and information to group dashboards
* Complete renewal process for membership
* Complete suspension requests
* Complete joiner and waitlist process
* Manage benefits and usage takas for members
* Complete tasks inline with the membership T&C’s
* Generate Guest Pass reports for team
* Banking Reconciliation Returns – System/Simple Errors – Delegate Genuine Errors
* Maintenance of Prem Core systems
* Ensuring appointments are allocated correctly
* Checking Allocation Codes are correct
* Consistency of Group Activities.
* Monitor stock of all membership collateral including cards and order
* complete online renewal process
* Data cleansing on Prem Core, Online portal and text management systems
* Complete Automated Emails - How to send and how to write
* Processing refund and credit
* Complete sales tours when advisors are busy
* Organise and minute the membership forum
* Collate and communicate member feedback.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude” Experience of managing a varied workload Clerical and administrative experience
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!