

**GOODWOOD**

**The Role**

The **Club Manager (sales)** will be part of the Health and Wellbeing team and will report to the Head of Health and Wellbeing

**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**

As Sales Manager you will be responsible for the sales and retention of health club membership whilst managing the sales for health and wellbeing retreats and wellbeing-based activity for meetings and events. This role manages the membership administration team and the Leisure Manager.

**Key responsibilities**

**Sales:**

* Responsible for the revenue for membership, retreats and meetings and events sales performance, across health and wellbeing.
* Ensure all customer journeys are fully optimised with upselling opportunities
* Responsible for acquisition. First point of call for enquiries, following up on leads and converting to sales in line with budgeted targets.
* Responsible for ensuring the team are up to date on the current sales process, whilst being incentivised by rewards each month.
* To monitor competitors’ products and services and communicate relevant findings and recommendations to the Head of Health and Wellbeing
* Actively communicate with other membership groups to ensure product alignment and seek out opportunities.

**Retention:**

* To ensure membership and operations are aligned, ensuring feedback and complaints are handled swiftly, responsibly, and affectively
* To achieve high levels of member satisfaction, monitored through member retention, ongoing feedback, and an annual survey and quarterly forum.
* Understand and investigate retention and leaver reasons ensuring we are growing and evolving in standards and products

**Team Management:**

* Manage the Leisure manager to ensure the product is well operated and maintained in line with our product sale.
* Responsible for overall P&L, Managing the leisure manager cost handling and payroll.
* To be responsible for managing Rota Horizon and iTrent systems for inputting staff roster and managing/administering working hours.
* To work a variety of shifts in accordance with business needs including Bank Holidays, weekends and evenings.
* To delegate management responsibility appropriately to other members of the management team in your absence
* Ensure membership and retreat databases are kept up to date and clean by the administration team.
* To have a good working knowledge of the Health Club computerised system (Premier Core) ensuring all outstanding tickets are monitored and raised where necessary to ensure they are rectified in a timely manner to not impact the business.

**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
* Excellent communicator
* Commercial awareness
* A passion for training and developing people
* A presence to lead and inspire a team
* Cost control management skills
* Good negotiation skills

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

* A calm demeanor, plus you'll be extremely reliable
* Complaint handling experience would be desirable
* High standards of cleanliness and organisation
* A proven track record delivering great customer service is essential
* Proven experience in our industry working within Health and Wellbeing environments
* Ability to create and maintain relationships to encourage repeat clients
* Competent with IT systems, including Microsoft Office, email and diary management systems
* Desired experience in Premier Core
* Fluent in spoken and written English
* Flexibility to be able to work evenings and weekends as per the needs of the business
* Be well presented at all times