

**GOODWOOD**

**The Role**

The **Horseracing Club Membership Coordinator** will be part of the Racecourse Membership team and report to the Horseracing Club 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**

**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**

Managing the administrative duties and providing a comprehensive service to members of the Goodwood Horseracing Club, ensuring that all administration is planned and executed to a high standard in a timely manner.

To be closely involved in member events, from planning to execution. Working closely with the Horseracing Club Membership Manager you will ensure the club retains its position as one of the premier membership clubs in British racing.

Also responsible for supporting the Goodwood Racehorse Owners Group (GROG) with administration and on-boarding of members within each scheme, handling bookings for events and providing support to the Racing Manager.

**Key responsibilities**

* Handling all Horseracing Club general correspondence including email and post.
* Answering calls and regularly monitoring voicemails, responding in a timely manner.
* Process and produce end of day cash reports.
* Managing the waiting list and the Extend Our Racing Family referral scheme.
* Process renewals and on boarding of new members, utilising booking forms to set up accounts for new members and ensuring that payments are processed in a timely manner.
* Raising invoices when required.
* Setting up members’ products on Audience View and Talent, working closely with the ticketing team to request product builds and marketing to promote these.
* Attend all horse racing events at Goodwood and members’ events such as the Members’ Christmas Ball, including some evenings and weekends in exchange for time-in-lieu.
* Liaise with other racecourses to arrange reciprocals throughout the year.
* Be an ambassador for the HRC and Goodwood, both internally and externally, maintaining the highest customer service standards when communicating with members via the telephone, email and face-to-face.
* All administration for the Goodwood Racehorse Owners Group (GROG), including managing spreadsheets for each scheme, taking event bookings and attending key GROG members’ events.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* 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!

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

* Previous experience of working in a membership role would be advantageous
* Strong organisational and administration skills
* Experience of dealing with the general public and customer complaints
* Exceptional customer service skills
* An understanding and interest in horse racing would be beneficial.