

**GOODWOOD**

**The Role**

The **Golf Member Events Co-Ordinator** will be part of the Golf At Goodwood team and report to the Golf Operations Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**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 providing the “**world’s leading luxury experience.**”

**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**

To have specific responsibility of the member events programme, from diary management, competition administration, overseeing of all club matches and full preparation and delivery of our innovative and brilliant marquee events.

**Key responsibilities**

* Deliver creative and exceptional member events, ensuring all planning and preparation is completed with detail and in a timely fashion;
* To drive the development of an inclusive member events program that improves member engagement and retention;
* To ensure effective diary management with a trained team supporting the administration and delivery of member golf events;
* To ensure exceptional administration of day-to-day competitions making the daily competition operations and member experience is as smooth as possible;
* To ensure effective member communications both pre and post events to drive engagement and enhancing the overall member experience;
* To ensure a good working relationship is built with the Food & Beverage outlets whilst ensuring the correct billing procedures are followed;
* Organise and run member matches both at home and away;
* Assist in the on-going development and the running of the Junior development pathway;
* Assist within the Operations Team where required, carrying out all daily operational tasks in line with all SOP’s;
* Assist in the administration of handicap related tasks ensuring that all policies within the WHS are adhered to;
* Any other duties that may be reasonably requested by the senior management team in order to ensure satisfactory performance within the role;

**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
* Excellent coaching and mentoring skills
* Strong relationship building skills
* A sense of fun!

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

* Previous relevant experience of working in golf related services would be beneficial;
* The ability to anticipate customer needs and exceed their expectations;
* Experience of working at a commercial Golf Club is desirable;
* Experience or knowledge of running golf events (either member or golf days).

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |