

**GOODWOOD**

**Membership Executive**

**The Role**

Our **Membership Executive** is part of our Golf At Goodwood membership team reporting to the Membership Supervisor.

**About us**

Here 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**

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| **Obsession for Perfection** | **The Real Thing** | **Derring Do** | **Sheer Love of Life** |
| It’s a team thing – everybody mucks in to make things happen.  We're madly passionate about what we do | We employ meticulous attention to detail to create experiences, as they should be.  We are honest and open. | We don't mind breaking the rules to create the best possible experiences.  We will take tough decisions | We want to make everyone feel special by loving what we do. |

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**Purpose of the role**

Our Membership Executive works closely with the Membership Supervisor to provide excellent administration support as well as the ongoing retention and acquisition of Golf Members and engagement of our Membership Waiting List. This is achieved by building and maintaining long lasting relationships with our Golf At Goodwood Members and being the first point of contact for member enquiries.

Being a key contact for the team, this role will assist in nurturing and supporting our members and guests as required, as well as the wider golf team with clear and seamless membership processes.

With infectious enthusiasm we rely on this role to deliver an exceptional customer journey and respond to queries with pride, care and creativity, helping us create unique and unforgettable experiences every day.

**Key responsibilities**

* To assist in the administration of our membership offer, working with the Membership Supervisor to achieve key objectives and activities to deliver annual targets, including the acquisition and retention of all Golf members and management of the waiting list;
* To be responsible for processing membership enquiries from website, email, telephone, or in-person, responding to their request efficiently; taking them from initial enquiry through to closing the sale;
* To be responsible for the administration and management of our waiting list, alongside the Membership Supervisor you will assist with increasing the engagement of the waiting list through visits/tours of the club and providing opportunities to trial the courses;
* To assist with promoting the ‘Waiting List Initiative’ to all enquiries;
* To assist with increasing the number of enquiries and increasing the conversion rate into waiting list and waiting list initiative;
* To build and maintain long lasting relationships with members through effective member management. Nurture and support members as required;
* To provide full administrative support within the Membership team using Microsoft Office packages;
* Process new memberships, renewals, change of details, member packs, letters and membership cards;
* To assist in the management of the membership systems (including CRM) to ensure data is current, complete and stored correctly;
* Communicate effectively, in writing and orally, the range of club services and benefits of membership;
* To ensure a consistently high level of service is delivered to members and prospective members;
* To support the Golf At Goodwood team in any other ways deemed necessary for the successful achievement of the overall business goals.

**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 with a proactive approach
* Take responsibility for yourself
* Confidence in making decisive decisions
* Good negotiation and influencing skills
* Excellent communicator
* Complaint handling skills
* Target Driven
* Professional attitude
* A sense of fun!

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

* Proficient in the use of Microsoft Office software, including Word and Excel.
* Fluent in the English language;
* Previous experience of working in a customer service environment
* Be a collaborative team player and contribute towards a positive team environment
* To be able to successfully travel to your place of work using reliable transport
* *Advantageous*: An interest in the golf industry