

**GOODWOOD**

**The Role**

The **Membership Sales Manager** will be part of **the Health Club & Spa team** report and report to the **Health Club & Spa 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 Daring Do Obsession for Perfection Sheer Love of Life**

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| 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 | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

Responsible for the overall membership product at the Health Club & Spa. To manage membership through developing proactive sales strategies, membership retention and the membership administration process. To develop strong loyalty within the membership based on the Goodwood Values and be instrumental in the continued development of an innovative and unique membership product.

**Key responsibilities**

* To manage the renewal process for all membership categories striving to achieve maximum retention and yield;
* To ensure regular data cleanse checks are carried out to ensure the data we hold is current and accurate;
* To be responsible for the processing of memberships from enquiry generation, acquisition and conversion, creating a great customer journey for prospective, new and current members;
* Manage the Club Administrator and any additional resources to ensure the seamless processing of all membership activity including new members, renewals and updated details;
* To lead by example by offering excellent levels of service and professionalism and supporting the Club Administrator to develop their customer service skills;
* To monitor, set and review objectives in line with the performance review and induction processes;
* To ensure that there is clear, consistent and two-way communication with the Club Administrator and with the wider team;
* Required to complete relevant training on the e-learning system and responsible for ensuring the Club Administrator completes their training in a timely manner;
* Work closely with the Health Club & Spa Manager and the marketing team to create engaging campaigns that drive the right customers to the Health Club & Spa;
* To monitor competitor and potential competitor products and services and to communicate relevant findings and recommendations to the Health Club & Spa Manager;
* To have a collaborative relationship with the other membership teams across the estate;
* To deliver basic sales training to the wider Health Club & Spa teams on a regular basis;
* To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance;
* Any other duties as may be reasonably requested to ensure satisfactory performance within the role;
* To ensure the correct tone of voice is adopted in line with Goodwood brand standards in relation to correspondence with prospective and current members.

**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
* Innovative and open-minded approach to product development
* A sense of fun!

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

* You will need to have a flexible approach to working hours which may include weekends, evenings and bank holidays

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 |