

**GOODWOOD**

**The Role**

The **Bespoke Membership Account Manager** will be part of the **Motorsport Clubs Team** and will report into the **Bespoke 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**

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| --- | --- | --- | --- |
| **The Real Thing** | **Derring-Do** | **Obsession for Perfection** | **Sheer Love of Life** |
| 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 work as a key support to the Motorsport Clubs Team, specifically supporting the Bespoke Membership Manager in delivering an excellent customer experience and professional service to all bespoke membership clients.

This includes, but is not limited to, the successful implementation of an all-encompassing global event calendar, a world-class experience at Goodwood’s three headline motorsport events, timely and accurate correspondence and full accountability of the administrative tasks in relation to memberships.

This unique role will allow the individual to flourish in one of Goodwood’s newest and most exciting divisions, combining a love of motorsport with unrivalled, luxury experiences for UHNWI’s.

**Key responsibilities**

* Provide a professional year-round service, delivered with a twist.
* Manage the handling of all formal and ad-hoc inbound & outbound communications, by establishing efficient practices in terms of handling various inbound and outbound correspondence, passing on to relevant parties where applicable.
* Assist with the delivery of the annual renewal and sales cycles, managing all stakeholders and members as appropriate including the invoicing, collateral ordering and processing of all memberships.
* Work with the Bespoke Membership Manager to ensure acquisition and renewal targets are hit on an annual basis.
* Take responsibility for ensuring that all club information is up to date and professionally portrayed via all appropriate collateral.
* Provide event support to the Motorsport Clubs team pre, on and post each headline event.
* Assist with the delivery of Bespoke Membership contracted rights, including ticketing and exceptional experiences.
* Be prepared to act as a concierge for UHNWI’s throughout the year, organising accommodation, transport and other ad-hoc event attendance for them.
* Be instrumental in delivering a “money can’t buy” rolling event calendar that ties in with the GRRC calendar where appropriate.
* Support the GRRC event team in creation and diversification of the current event schedule.
* Create efficient processes to provide basic service functions to all Bespoke Membership clients.
* Be proactive in researching the best in luxury experiences in order to surprise and delight Bespoke Membership clients.
* Have a great relationship with the whole Goodwood Estate in order to create wonderful experiences – you will be expected to have knowledge of all packages on offer and create a black book of useful contacts to make these experiences happen.
* Any other ad-hoc duties as reasonably expected within the team.

**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
* A sense of fun!

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

* Proactive approach to event planning, forecasting and research.
* Confidence to host and have exposure to UHNWI’s.
* Experience of working within a fast-paced environment.
* Strong IT skills, specifically in Microsoft packages.
* Verbal, numerical and analytical ability.
* Full current driving licence.