

**GOODWOOD**

**The Role**

The **Partnership & Event Manager - Sporting Membership** is responsible for ensuring the successful management and best-in-class delivery of all Sporting Membership agreements; from initial planning through to on-event co-ordination and follow-up. They will report directly to the Senior Partnership & Event Manager – Sporting Membership.

**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**

Operate as an integral part of the team to directly manage the relationship between Goodwood and a very specific portfolio of Sporting Members.

Ensure Sporting Members receive the best possible customer experience from Goodwood, whilst building on existing relationships and identifying new opportunities to drive incremental revenue.

Deliver demonstrable value to both the Sporting Member and Goodwood and to support the sales and renewals process.

Effective booking, handling and planning of the members’ contracted bespoke events, as well as the headline events throughout the year, ensuring that each Sporting Member event is perfectly executed and that the customer is at the heart of the full planning journey.

Champion Goodwood’s vision and values at all times.

**Key responsibilities**

**General:**

* Successful end-to-end planning and delivery of all contracted rights throughout the Sporting Membership term.
* Exceed client expectations by providing a seamless service with clear, consistent communications at every touchpoint.
* Onboard new Sporting Members, and assist the Sporting Membership Director and Senior Partnership & Event Manager with final agreements and administrative duties.
* Provide regular status updates to ensure all internal and external stakeholders are well-informed and pre-empt and respond to ad-hoc client requests in a timely manner.
* Accurate and effective use of all systems, including; iVvy and Protel (amongst others) to facilitate the effective planning, delivery, pricing and billing of Sporting Member activities.
* Support with annual renewal process, working closely with the Sporting Membership Director, whilst keeping all account summaries and reference materials up to date.

**Relationship Management:**

* Initial and ongoing meetings with your Sporting Member accounts to build and nurture strong working relationships, and best understand their member requirements.
* Arrange and host visits and estate tours, where required, to ensure each Sporting Member is familiar with Goodwood and to support long-term relationship-building.

**Collaboration:**

* Collaborate with relevant internal stakeholders throughout the year, including other clubs and membership options, to maintain clear workflows and effective implementation of all 365 and headline event requirements.
* Champion a positive working environment and awareness of Sporting Membership across Goodwood with a ‘can-do spirit’.

**Financials:**

* Management of associated costs, profit margins, forecasting and incremental sales, as well as accurate invoicing and any aged debt consolidation.

**Creativity:**

* Proactively support the Sporting Membership Director and Senior Partnership & Event Manager to prepare strategic proposals, and other sales & marketing materials.
* Involvement in new product development and introduction process, to ensure experiences and benefits continue to evolve and enhance the member experience.
* Maintain and refresh product knowledge across all available Sporting Member activities and educate members to encourage upsell and incremental growth opportunities.

**Qualities you will possess**

* Passion & Proactivity
* Excellent communication skills
* Positive and friendly
* Outstanding attention-to-detail
* Ability to prioritise
* “Can do” attitude
* Self-starter
* Strategic and solution-oriented
* Good negotiation and influencing skills
* A sense of fun

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

* Experience working within a luxury brand.
* Ability to anticipate client needs and strive to exceed expectations.
* Proven track record in forming and maintaining positive relationships with key accounts to build trust and a rapport with internal and external stakeholders.
* Ability to prioritise, organise and manage a diverse and complex workload and to excel under pressure.
* Experience of working with Senior Executives and Event Managers in national and international organisations.
* Strong planning and organisation skills with excellent attention to detail.
* Skilled at operating as part of a team and under own initiative, with flexibility to meet the needs of the business.
* Capable of working effectively under pressure and where applicable, to manage conflict situations effectively.
* Enthusiastic and self-motivated with demonstrable influencing skills, however not afraid to ask for support when needed.
* Can engage and optimise stakeholder relationships, with active listening.
* Desire to work creatively and in a fast-paced environment to deliver compelling renewal and sales propositions.
* Excellent communication skills both written and verbal, with the ability to influence at both an individual and corporate level.
* Willingness to travel to attend meetings at client offices.
* High degree of computer literacy, including Microsoft Office.
* Must live within a reasonable commuting distance from Goodwood and have access to reliable transport, with willingness to travel to client meetings when required, and to operate outside of hours when the role requires it.
* Positive outlook.