

**GOODWOOD**

**The Role**

The **Racecourse Membership Executive** will be part of the Racecourse Operations team and report to the Racecourse 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**

**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 support the Racecourse Membership Manager with renewing Racecourse memberships, general administration and ensuring the racecourse members have a calendar of events outside the Racecourse.

The role is also responsible for supporting the Goodwood Racehorse Owners Group ensuring all members receive regular communication through e-mail and newsletters.

**Key responsibilities**

* Handle all Racecourse Club general correspondence including email and letters
* Take membership telephone calls with a direct line
* Proof read membership print material and e-newsletters
* Set up Reciprocal events with other Racecourses,
* Set up and manage Horseracing Club Calendar of Events and attend when necessary
* Assist Ticket Office with setting up Racecourse products in to the Talent booking system
* Process/Input renewals and new memberships into the booking system from booking forms and telephone calls
* Cashing up
* Attend all horseracing events which may include some weekends and evenings

# All administration for the Goodwood Racehorse Owners Group (GROG) including;

* + Set up and manage Excel spreadsheets for all GROG schemes
  + Manage and take bookings for GROG events
  + Attend GROG members events

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

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

* Previous experience of working in a membership role
* Strong organisational and administration skills
* Experience of dealing with the general public and customer complaints
* Exceptional customer service skills
* An understanding and interest in horse racing would be beneficial.