

**GOODWOOD**

**The Role**

The **Sales Manager** will be part of the **Health and Wellbeing Team** and will report to the **Club 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**

Responsible for driving membership growth, membership retention and retreat sales. Working closely with the wider team, the Sales Manager ensures a seamless, high-quality experience that fosters long-term member relationships and meets performance targets.

**Key responsibilities**

* Manage and develop the sales pipeline to meet monthly and quarterly targets
* Manage lead generation, tours to sign-ups, onboarding and renewals on a range of membership types within the health and wellbeing portfolio.
* Lead the entire sales process from lead follow-up to contract closure, ensuring membership quality and yield.
* Debrief, analyse no converted sales for marketing, operational and senior team.
* Ensure the team are aware of sales and promotional information, also being able to sell when the sales manager isn’t available.
* Manage waitlists for all membership types
* Be active in the wider membership teams across Goodwood ensuring long-term company membership strategy is support and utilised.
* Be well-versed and sell wellbeing retreats in the absence of the club manager
* Lead and be responsible for a team of administrators to deliver a seamless customer journey, ensuring prompt, professional responses and a customer-centric approach that reflects empathy, care, and a genuine passion for the health and wellness industry.
* Conduct market and competitor research local, national and international to stay one step ahead.
* Build and maintain long-term relationships with members to drive recurring revenue and upsell opportunities.
* Monitor member satisfaction, gather feedback, and suggest improvements to the membership programme.
* To maintain membership retention figure as outlined by the Club Manager.
* Be present at Health and Wellbeing events to create rapport with members and a strong community connection.
* To complete the rota ready for the membership team, and to handle any shift changes. To be the point of contact when the Club Manager is absent.
* To undertake any other duties as reasonably requested to do so by your line manager

**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?**

* Proven experience of sales results, ideally with in the wellbeing industry.
* Have strong interpersonal and communications skills and a customer focused attitude.
* A genuine passion for health, wellness and customer service.
* The ability to establish rapport, build trust and demonstrate credibility.
* The ability to work to deadlines and be KPI driven.
* Ability to work flexible hours, including weekends and holidays.