

**GOODWOOD**

**The Role**

The **SPORTING MEMBERSHIP PLANNER** is an integral and valuable part of Sporting Membership within the Commercial Team, Goodwood Events, reporting to a Sporting Membership Director.

**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**

|  |  |  |  |
| --- | --- | --- | --- |
| 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**

To work as a key part of the Sporting Membership Team, proactively supporting the Account Director and Sporting Membership Relationship Manager in delivering excellent customer service to all off our Sporting Members throughout the year. This role includes effectively handling all of our Sporting Membership events throughout the year from the enquiry and planning stage through to the delivery of the event, ensuring all client requirements are ascertained, organised and accurately communicated to the operational teams within Goodwood.

**Key responsibilities**

**Main Duties:**

* To plan and co-ordinate all of our Sporting Member events and requirements whilst adhering to the policies laid down in the sales/planning office.
* Responsible for owning and proactively driving key team documents including BEO’s, meeting agendas and room bookings to support the efficiency and effectiveness of the team year-round.
* Support team and own transport logistics around events held by Sporting Members at Goodwood.
* To receive and handle client enquiries from our Sporting Members ensuring that all guests receive a consistently high standard of service throughout the booking and planning process.
* At every stage of organisation/co-ordination ensure that customer requirements are translated in an effective and timely manner to the relevant departments, ensuring that within the “umbrella” of event operations the needs of both internal and external customers are met.
* To ensure a timely customer response and efficient handling of all queries.
* To promote the facilities of Goodwood in a professional manner and to act as an ambassador of the Estate.
* Accurate and effective use of Delphi, Protel and Great Plains.
* Diary management for team meetings.
* Support on team projects identified to help improve internal processes.
* To build strong relationship management and integration with other departments across the Goodwood Estate.
* To have an understanding of all that Goodwood can offer and upsell/promote during any interaction with our Sporting Members.

**Finance:**

* Work closely with the Sporting Membership Relationship Manager to support on all aspects of financial administration for Sporting Membership.
* Prepare clients invoicing for their yearly Sporting Membership fee and event costs. Ensure prompt payment.
* Help update and manage the GP invoicing system so that client details and costs are logged accurately.

**Event Fulfilment:**

* Provide on event support to the Sporting Membership team during all pre, on and post event fulfilment tasks and customer relationship management.
* To assist with the delivery of Sporting Members contracted rights, including; ticketing, branding and prizes.
* To attend internal event meetings on behalf of the Sporting Membership team where required and distribute the minutes accordingly.

**Qualities you will possess**

* Passion for what you do and the professionalism with which you do it
* 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
* Enjoy processes and working with them
* Excellent communicator
* Ability to manage upwards with key internal stakeholders
* A sense of fun!
* Good communicator at all levels in business.
* A drive to always strive to deliver excellence and exceed client’s expectattions.

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

|  |
| --- |
| * Computer literacy with ability to use Microsoft and CRM packages as well as create and edit internal support documents * Strong planning and organisation skills * Verbal, numerical and analytical ability * Enthusiastic and self-motivated * Professional manner * Ability to work as part of a team * Ability to work effectively without direct supervision * Experience with spreadsheets, reporting and back of office solutions |
| * Must live within a reasonable commuting distance from Goodwood and have access to reliable transport * Able to work flexibly to meet the needs of the business * A passion for good service |

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

|  |  |
| --- | --- |
| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 2 |