



GOODWOOD

The Role

The Goodwood Aero Club (GAC) Membership Executive acts as the focal point for GAC members, and will be expected to uphold the very highest values and traditions of the Club whilst coordinating and delivering a range of Aviation specific activities across the season.

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

We employ meticulous attention to detail, to create experiences as they should be. We are honest and open.

Daring Do

We don't mind breaking the rules to create the best possible experiences. We will take tough decisions

Obsession for Perfection

It's a team thing – everybody mucks in to make things happen. We're madly passionate about what we do

Sheer Love of Life

We want to make everyone feel special by loving what we do.

Purpose of the role

To assist the Aviation Operations Manager in providing a comprehensive service to Members of the Goodwood Aero Club, ensuring that all administration and activities are planned and executed to the highest standard and in a timely manner.

Key responsibilities

- Handle telephone and email related enquiries regarding Membership of the Goodwood Aero Club. All communication to be conducted in a professional manner, answering enquiries directly and taking messages where necessary
- Pro-actively maintaining and dealing with enquiries and requests from new and existing Members
- Whilst hosting Events, to liaise with and generally look after members and their guests, maintaining and building on customer relationships. Dealing with any issues in a charming and professional manner.
- Produce post-event de-brief reports based on feedback from Members and Staff and following up on any enquiries
- Manage the creation, fulfilment and budget for annual Membership packs. This includes procuring all the elements for the pack, ensuring timely dispatch, and working closely with the wider Aviation team to communicate and promote any new aspects of GAC Membership
- Responsible for all office administration accurately, effectively and in a timely manner
- Setting the agenda and taking and reporting minutes for the weekly team meetings

- Maintain and update the Club Budget and P&L sheets. Ensuring the timely payment of all Club invoices, whilst checking against the budgeted costs and assumptions. Raising invoices to third parties where necessary.
- Assist Event Planners and Flying School Operations desk staff with ad hoc tasks during the year
- Deliver GAC specific training across the Aerodrome team to ensure all GAC enquiries are handled efficiently
- Provide ad hoc administrative support to the Aviation Operations Manager in relation to GAC membership enquiries and home based, hangarage customers.

Qualities you will possess

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| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- Strong experience in a similar administrative/customer service role
- Excellent telephone manner
- Strong knowledge and ability to use of MS Office, Outlook, Excel
- Knowledge of Talent ticketing system preferable
- Excellent experience of working with the public and providing superb customer experiences to customers and guests
- Interest in the Aviation industry beneficial
- Knowledge of BACS payments

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	2
Encouraging Excellence & Commercial Success	1
Working Together	2