



GOODWOOD



The Role

The Goodwood Road Racing Club is looking for a **Membership Assistant (Apprentice)** to join its growing team in a very exciting year. This role will report into the Membership Coordinator. The perfect candidate will ideally have some experience of administration, a passion for customer experience, and be looking for a great opportunity to to kick start their career here at Goodwood.

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.

Derring 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

The Goodwood Road Racing Club is a Club of like-minded motorsport enthusiasts centred around the Goodwood Motor Circuit. The Club is led by The Duke of Richmond and puts on a year-round calendar of exclusive and exciting events at Goodwood and beyond for its Members.

The successful candidate will be an active, energetic team player within the close-knit Goodwood Road Racing Club team. Reporting into the Membership Coordinator, they will play an active role in providing a comprehensive service to Members of the Goodwood Road Racing Club, ensuring that all administration is planned and executed to a high standard and in a timely manner, with customer experience at the heart of everything they do. This will form a crucial foundation in driving the team’s mission of nurturing a genuinely multi-tiered and international Club, united by passion.

Key responsibilities

- Be the focal point for all formal and ad-hoc inbound Member communications:
 - Handling telephone and email related enquiries regarding Membership of the GRRC. To be conducted in a professional and courteous manner, answering enquiries directly and taking messages where necessary
 - Pro-actively maintaining and dealing with enquiries and requests from new and existing Members
 - Monitor the Member forum, staying on top of any Membership enquiries or questions
 - Administer incoming post
- To ensure that all day to day Club and Office administration is carried out accurately, effectively and in a timely manner to include the following:
 - Update the Membership Waiting List and Vehicle Register
 - Process and produce the end of day cash reports
 - Maintain the Member Database, ensuring that IT are advised of any amendments needed
 - Ensure that the stocks of stationary are kept at the appropriate levels
 - Produce and send out replacement Membership collateral
 - Set the agenda, taking and reporting minutes for the weekly team meetings
 - Raising invoices to third parties where necessary.
 - Maintain the Club Petty Cash
- At headline and year-round events, work alongside the Event Planners and wider team to liaise with, and look after, Members and their guests maintaining and building on customer relationships.
 - Administer the collation and fulfilment of complimentary event tickets
 - Collate Member Enclosure guest lists
 - Create event information packs for all Member Enclosures
 - Host and interact with Members on-event in a charming and professional manner
 - Assist Event Planning team with ad hoc tasks during the year
- Support the Membership Coordinator on the annual renewal and new Member process
 - Support in the setting up of appropriate Membership products on the Goodwood ticketing system
 - Work with wider team to ensure renewal and new Member communications are done in a professional and timely manner
 - Assist in the collation and procurement of all collateral for Annual Membership packs and New Member invitations
 - Work with dispatch and fulfilment partners to ensure timely delivery of Membership packs
- Support the Partnership & Development team on the fulfilment and delivery of GRRC Fellowship subscriptions
 - Support team with the creation of Fellowship reports, and distribution of these reports to dispatching partner
 - Support team with the collation of all Fellowship annual pack collateral
 - Support team with implementing and maintaining a robust Fellowship renewals programme

This job description may not detail some lesser duties allocated to the Membership Assistant role, and from time to time it is expected that there will be ad-hoc requirements from this position.

Qualities you will possess

- 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
- Excellent communicator
- Passion for learning new skills
- A sense of fun!

What do you need to be successful?

- Some experience or training within business administration and/or event industry
- Proven organisational skills
- Proven communication skills
- Efficient working practises
- Knowledge of all Microsoft Office programmes
- A flexible approach to work which can be adapted to meet the needs of the business
- Have access to their own transport and live within a reasonable commuting distance of the Goodwood Motor Circuit

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

BEHAVIOUR	LEVEL
Think Customer	1
Taking Personal Responsibility	1
Communication and Trust	1
Encouraging Excellence & Commercial Success	1
Working Together	1