



# GOODWOOD

## The Role

The **Club Experience Assistant** will be part of the **GRRC team** and will report to the GRRC Membership Secretary.

## 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

Always inspired by Goodwood’s heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

Working closely with the whole team, you will demonstrate a willingness to support on a range of activities, from planning some events, hosting GRRC members at various moments throughout the season, facilitating various interactions with our customers, both in person and via email and telephone, and providing general administrative support to the wider team. You will play an important part in continuing to drive the team’s mission of nurturing a genuinely multi-tiered and international Club, united by passion.

## Key responsibilities

- Provide overall support to the GRRC team during the heart of the 2021 event season
- With support of the Membership Secretary and the Club Experience Planner, assist in the planning and hosting of a selection of GRRC experiences, including but not limited to: Track Days, Social Events, Regional Drives and AutoSOLOs,
- Support the Club Experience Planner in the planning and implementation of the GRRC experience at each of Goodwood’s headline events; Member’s Meeting, Festival of Speed and Revival, including the fulfilment of complimentary event tickets and the collation of enclosure guest lists and information packs

- Help ensure that all administration, both pre and post-event, is conducted in an efficient and accurate manner including the tracking of all financial costs and forecasts, production of booking forms and marketing communications and obtaining feedback from Members.
- Support the Club Experience Planner on all other applicable experiences, including driving tours, balls and the delivery of headline event facilities
- Be an ambassador for the GRRRC both internally and externally, maintaining the highest customer service standards when communicating with customers via telephone, email and face to face.
- Support with a wide range of day-to-day Club administration tasks, including invoicing, holiday forms, stationary and cashing up
- Support in the implementation of various other GRRRC projects, including the Goodwood Supporters' Association, and the Fellowship customer experience
- Support with the administration of the Fellowship, including conducting renewals calls and the cancelling of non-renewed Fellowships
- Assist in liaising with members on a daily basis, through channels including emails, forum and Facebook groups
- Work with the GRRRC team during the annual renewal and new member cycle

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactivity</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• Flexible and adaptable</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- Relevant experience (or degree) within the event industry;
- Passion for delivering exceptional experiences and events
- A working knowledge of all Microsoft Office programmes;