****

**GOODWOOD**

**The Role**

The **GRRC** **Membership Secretary** will be part of the **Goodwood Road Racing Club** and report into the **GRRC General Manager**.

**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**

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

The fundamental purpose of this role is to provide a comprehensive and professional Club service to all Members. As Membership Secretary, you will be responsible for ensuring all GRRC Members receive the best possible overall Membership experience. This includes, but is not limited to, the successful implementation of an all-encompassing event calendar, a world-class experience at Goodwood’s three headline motorsport events, and timely and accurate correspondence (both prepared and reactive) with all Members. The role will be supported by two Event Planners as Direct Reports, with additional support from the GRRC administrative team.

**Key responsibilities**

* Provide a professional year-round Membership service, delivered with a twist, ensuring consistently high Membership retention.
* Utilise the GRRC Administration team to ensure the successful delivery of the annual Membership renewal and new Member processes
* Utilise the GRRC Administration team to ensure a professional year-round service is delivered to all Members
* Manage a team of two direct reports, tasking them with the implementation, execution, delivery, reporting and financial success of a diverse calendar of events which may include but will not be limited to: Driving Tours, Balls, Track Days, Social Events, and the Member experience at Goodwood’s three headline events.
* Ensure that GRRC budget is achieved for all events (365 and headline) plus associated and ancillary Membership cost-centres, whilst providing accurate live forecasting to the GRRC General Manager
* Be responsible for delivering and continuing to enhance the Member experience at all three of Goodwood’s headline Motorsport events, to ensure continually improving Net Promoter Scores and Member participation.
* Be responsible for securing a comprehensive year-round range of additional GRRC benefits through reciprocal and partnership deals with wider motorsport and automotive industry, as well as Goodwood’s Sponsors.
* Take responsibility for ensuring that all Club information is up-to-date and professionally portrayed via all appropriate media channels – including the website, app, forum and others.
* Be an ambassador for the GRRC both internally and externally, maintaining the highest customer service standards when communicating with Members via Telephone, Email and face-to-face.
* Be fully responsible for the delivery of monthly Member mailings and communications, including the management of content, creative, timelines and costs
* Liaise with other departments around the Estate regarding Club information, sharing news, and offers as well as building and maintaining relationships with external suppliers and stakeholders
* Work with the GRRC team during the annual renewal and new member cycle

This job description may not detail some lesser duties allocated to the Membership Secretary 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
* Broad commercial awareness
* A sense of fun

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

* Experience (or degree) within event industry
* Proven people management skills
* Previous budgeting and/or revenue management responsibility
* Excellent organisational skills
* Efficient working practises
* Knowledge of all Microsoft Office programmes
* Commercial management skills
* Stakeholder management skills
* 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