



GOODWOOD

The Role

The **Membership Administration Supervisor** will be part of the **Health Club & Spa team** report and report to the **Health Club & Spa 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

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

Responsible for the overall administration of the membership product at the Health Club & Spa. To manage Membership Administrators ensuring that the membership system (Premier Core) is accurate at all times and terms and conditions are never breached.

Key responsibilities

- Manage administrator's development, wellbeing and hours to ensure the department runs smoothly with our customers at the centre of what we do;
- To monitor, set and review objectives in line with the performance review and induction processes; using Goodwood Hub;
- To create and oversee Membership Administration team rota ensuring appropriate cover for the business needs at all times;
- To input staff rota onto the system, monitor time keeping and process holiday requests and absence forms in timely manner;
- To oversee purchase orders for the health club office;

- To monitor the renewal processes for all membership categories striving to achieve maximum retention and yield;
- Manage the referral process to ensure that we are efficient and over deliver to our customers;
- To ensure regular data cleanse checks are carried out to ensure the data we hold is current and accurate;
- Provide Health Club and Spa Manager with required reports on a monthly, weekly and annual basis;
- Ensure all members communication is accurate, engaging and sent and monitored on time;
- Monitor debt collection and chase debt on a regular basis;
- Ensure all financial transactions are accurate and terms and conditions of membership are adhered to by all members;
- To be responsible for the processing of memberships from enquiry generation, acquisition and conversion, creating a great customer journey for prospective, new and current members;
- Manage any additional resources to ensure the seamless processing of all membership activity including all collateral and stationary orders;
- To lead by example by offering excellent levels of service and professionalism and supporting the Administrators to develop their customer service skills;
- To ensure that there is clear, consistent and two-way communication with the Membership Sales Consultant and wider team;
- Required to complete relevant training on the e-learning system and responsible for ensuring the Club Administrators complete their training in a timely manner;
- Work closely with the Health Club & Spa Manager and the marketing team to create engaging campaigns that drive the right customers to the Health Club & Spa;
- To ensure the correct tone of voice is adopted in line with Goodwood brand standards in relation to correspondence with prospective and current members;
- To have a collaborative relationship with the other membership teams across the estate;
- To deliver basic sales training to the wider Health Club & Spa teams on a regular basis;
- To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance;
- Any other duties as may be reasonably requested to ensure satisfactory performance within the role.

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” • Impeccable 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 • Innovative and open-minded approach to product development • A sense of fun! |
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What do you need to be successful?

- Proven relevant administration experience
- Great people skills, dealing with the team and customers
- Excellent PC skills including Microsoft office
- Ability to work to deadlines
- A customer focused outlook
- Excellent organisational and time management skills with the ability to cope with peak workloads
- Previous relevant experience of using databases/systems
- You will need to have a flexible approach to working hours which may include weekends, evenings and bank holidays

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	2
Working Together	2