



# GOODWOOD

## The Role

The **Membership Sales Consultant** 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

Thing	Derring-Do	Obsession for Perfection	Sheer Love of Life
Always inspired by Goodwood's heritage	Daring to surprise and delight	Striving to do things <i>even</i> better	Sharing our infectious enthusiasm

## Purpose of the role

To drive Membership sales and building the membership figures with a monthly net gain. Specific attention is required to yield management. Excel in sales ability with a high infectious energy for our wellbeing industry whilst being hungry for the commercial opportunities.

## Key responsibilities

- Push, drive and convert enquiries in a timely manner, achieving outstanding results
- Recognize opportunities to up-sell to the customer and sell enhancements to experiences and memberships
- Convert leaver requests back into engaged members pushing the attrition figures down every month.
- Ensure Terms and conditions are executed accurately.

- To lead by example by offering excellent levels of service and professionalism and supporting the Club Administrator to develop their customer service skills;
- Ensure the wider team are proficient in all rates, packages and current offers.
- To ensure that there is clear, consistent and two-way communication with the Club Administrator and with the wider team;
- Promote and develop corporate membership packages.
- Required to complete relevant training on the e-learning system.
- 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 monitor competitor and potential competitor products and services and to communicate relevant findings and recommendations to the Health Club & Spa Manager;
- 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;
- To ensure the correct tone of voice is adopted in line with Goodwood brand standards in relation to correspondence with prospective and current members.

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Competitive nature</li> <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>• Proactive in sales</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Drive to the end result</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• Innovative and open-minded approach to product development</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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- 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