



JOB DESCRIPTION

JOB TITLE:	Client Services Account Executive
DEPARTMENT:	Client Services
COMPANY:	Goodwood Road Racing Company
REPORTS TO:	Account Manager, Client Services

MAIN PURPOSE

To work proactively supporting the Client Services team in delivering excellent customer service to all Goodwood sponsors across the three main events and throughout the year. This role includes supporting on key accounts, database management, data input to Delphi, the CRM system, general administrative duties, event planning as well as telephone and face-to-face contact with both external and internal clients.

KEY STAKEHOLDERS / INTERFACES:

Internal: 10 members of the Client Services Team, Lord March's Office, Event Operations, Motorsport Competitions, Sponsorship and Event Sales, Marketing & PR, Finance, Racecourse, Website Editor and Photo Library, Goodwood Venues such as the House, Hotel and Kennels.

External: Clients and their assigned agencies

RESPONSIBILITIES:

Main Duties:

- Provide support on high level Accounts, assisting the Account Director or Account Manager to deliver contractual obligations and quality service to clients.
- Working closely with the other Account Executive, to support the Client Services Team on a daily basis, ensuring all administration is both accurate and conducted in a timely way.
- To assist with preparation for external and internal client related meetings, including collation of papers for briefing notes, occasional cover for minute-taking.
- To help administer the Group databases and back office solutions. This will be focused on integration and training to support the CRM (customer relationship management) database system.
- To build strong relationship management and integration with other departments across the Goodwood Estate.
- To be a champion on key projects to help improve internal processes.

Invoicing:

- Responsible for invoicing a proportion of clients for their yearly sponsorship fee and event costs.
- Provide support on the management of the post events on-cost budgets and invoicing.

- Help update and manage the CRM invoicing system so that client details and costs are logged accurately.

Marketing:

- To ensure all sponsors' corporate identities are correctly represented on all printed collateral and the Goodwood website.
- To assist the Event Operations Team with the auditing and brand positioning on event.
- To coordinate the collateral required for the VIP Information booklets and the Event Programmes and ensure the Client Services Team has approved where necessary by the timeline given.
- Assist on Key Account marketing strategies where necessary.

Event Fulfilment:

- Provide on event support for key Accounts when required.
- Support the Clients Services Team during all pre, on and post event fulfilment tasks and customer relationship management, including dealing with sponsors and their agents where necessary.
- To manage the Sponsors Events Handbook to ensure it is up to date and complete.
- To assist with the annual ticketing process for sponsors to ensure accurate and timely delivery.
- Coordination of table plans for the Motor Sport Events parties.
- To attend internal event meetings on behalf of the Client Services Team, where required and distribute the minutes accordingly.

HOURS OF WORK

Core hours are 40 hours per week Monday to Friday. In the run up to major events and during the events, you will be required to be flexible in approach to working hours to ensure a high level of service is delivered. Weekend working for the three main events is essential.