

**GOODWOOD**

**The Role**

The **Receptionist** will be part of **The Waterbeach** and report to the **Treatments 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**

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| 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 Receptionist will prepare The Waterbeach for the working day, be responsible for delivering exceptional customer service throughout the full client journey, and communicate all areas of the business to the Therapist team. You will be responsible for excellent diary and time management, ensuring that potential revenue streams are maximised following all enforced terms and conditions.

Continuous familiarisation with treatments is paramount to ensure you can impact your knowledge to our clients promoting rebooking and assisting with closure of retail sales.

**Key responsibilities**

* To manage the therapist diary, maximising revenue earning potential.
* To demonstrate excellent communication, bot6h in person, on the phone and via email.
* To demonstrate excellent interpersonal skills with colleagues and clients ensuring that our clients feel at ease and are comfortable in The Waterbeach surroundings.
* To achieve set targets given by your line manager in terms of retail sales and booking volumes.
* Demonstrate good cash handling.
* To ensure The Waterbeach is presentable and organised at all times.
* To demonstrate good organisational skills and time management in a busy salon environment.
* To demonstrate awareness of health and safety and report any hazards, security risks or snagging immediately.
* To be knowledgeable about the services, products, marketing and event for the department and rest of the Goodwood Estate.
* To assist in supporting corporate function, group bookings and marketing events for both The Waterbeach and the Goodwood Estate.

**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
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

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

* Experience in a customer service role is essential.
* Experience in a beauty salon, spa or similar is desirable.
* Competent with IT systems, including Microsoft office, email and diary management system.
* Fluent in spoken and written English.
* Flexibility to be able to work evenings and weekends as per the needs of the business.
* Be well presented at all times.
* To be able to follow standard operating procedures relevant to responsibilities.

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |