

**GOODWOOD**

**The Role**

The Workshop Assistant Manager will be part of The Motor Circuit Team within the Estate Division and report to the Motor Circuit Workshop 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 to 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**

General maintenance on all Motor Circuit vehicles including a large fleet if Classic Land Rovers, Historic Racing Cars and modern vehicles. You will also be required to support the workshop Manager in their absence, by assuming responsibility for the General Administration of the workshop. This will include, but not limited to, ensuring that adequate staff are scheduled to carry out planned, preventative and reactive vehicle maintenance so that the needs of our customers are met. Ensuring Goodwood’s high standards are met, and work is complete in a timely manner. You will also need to ensure that all aspects of our DMS (Dealer Management System) are properly utilised by staff, any replacement parts ordered in a timely manner, to ensure the needs of our customers, both internal and external are met.

Key Responsibilities

* Working with the Motor circuit Workshop Manager you will ensure all experience vehicles, under the control of the Goodwood Motor circuit are maintained to the highest standards, having due regard for the requirements of our customers and bring to the attention of the Workshop Manager at the earliest opportunity, anything that could affect our customers time, quality or other expectations not being met.
* Be hands on with the experience Vehicles in our care, using your experience and skills to help maintain the fleet. This is a hands-on mechanical role with administrative requirements, both of which may vary depending on business demands.
* Using our customer booking systems, you will ensure the safe preparation of all circuit experience vehicles, so that they are ready in a timely manner, for all corporate and retail experiences.
* Monitor and maintain all off-road activity areas ensuring that they are safe to use and communicate in a timely manner, any issues that could affect the delivery of an experience with the relevant team and ensure that the issues are adequately and satisfactorily resolved in a timely manner, so that the needs of our customers can be met.
* Support Apprentices/casual staff to ensure they have the skills and tools they need to carry out tasks safely.
* Ensure workshop PPE supplies are stocked adequately
* Ensure the workshop and all vehicles are presented to Goodwood’s high standards.
* Help the workshop manager to ensure all staff are following H&S procedures set out in the risk assessments
* Attend workshop related meetings.
* Help to identify efficiencies and opportunities for the workshop business to grow and develop.

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
* Excellent communicator
* A sense of fun!
* Ability to manage a team but also work alone
* Work to tight deadlines and self-manage tasks

What do you need to be successful?

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| * Computer literacy with ability to use Microsoft packages * Planning and organisation skills * Enthusiastic and self-motivated * Professional manner * Ability to work as part of a team * Experience with spreadsheets and reporting would be an advantage |
| * Must live within a reasonable commuting distance from Goodwood and have access to reliable transport * Able to work flexibly, including some weekends, some early starts and some evenings * A passion for good service * Be able to manage people/ small team of varying abilities. |