

**GOODWOOD**

**The Role**

The Flying School operations role will be part of the Flying School team. The role is expected to uphold the very highest values and traditions whilst delivering a range of activities and reporting to the Flying School Operations 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 are 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 Goodwood to be **‘the home of exceptional experiences’**.

**Our Values**

**The Real Thing Derring-Do Obsession for Perfection Sheer Love of Life**

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| --- | --- | --- | --- |
| Always inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

At the very heart of the Aviation operation, you will assist with the busy operational needs of the flying school, acting as a Goodwood ambassador and achieving a high level of customer service at all times.

**Key responsibilities**

* To provide high quality customer service and information, both face to face and on the telephone/email, on all flying school products, aerodrome services/facilities and event landing information.
* To proactively identify all sales opportunities.
* To keep the flying school database and operational management system (Red atlas) updated with information and bookings.
* To liaise with Goodwood engineering regarding fleet checks, looking ahead at aircraft hours.
* To manage and organise the daily flying programme, including customer contact, instructor queries, managing the tech logs and providing general support to the CFI and rest of the team.
* To manage and organise the operations desk. Duties to include cash handling, stock control, customer liaison and dealing with landing fees and bookings.
* To assist with the provisions on flight notices, weather, and noise preferred routing procedures.
* To always maintain a clean and presentable working environment, ensuring that information is readily available to customers and that the building is left secure at the end of each working day.
* From time to time to undertake any other duties as reasonably requested.

**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?**

* Interest in the Aviation industry beneficial
* Energetic and a self-starter
* Team working is at the heart of all that you do
* Resourceful and adaptable
* Experience of a sales environment
* Excellent experience of working with the public and providing superb customer experiences to customers and guests
* Excellent telephone manner