

**GOODWOOD**

**The Role**

The **Billing & Financial Controls Manager** will be part of the **Finance team** and will report to the **Entertaining & Hospitality Financial Controller.**

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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**

This pivotal role oversees the end-to-end billing process for all large-scale Meetings & Events within the prestigious Entertaining & Hospitality division at Goodwood. The primary objective is to ensure that all revenue is accurately captured and invoiced in a timely manner, maintaining the highest standards of financial integrity and customer service.

**Key responsibilities**

**Billing & Revenue Management**

* Ensure accurate billing of large-scale Meetings & Events by collaborating with Sales and Planning teams.
* Develop and maintain systems and controls that support efficient package setup and compliance.
* Deliver training on financial systems and controls to new starters.
* Support operational outlets in understanding and executing revenue capture responsibilities.
* Manage aged debt across all Protel sites, ensuring timely follow-up and risk escalation.
* Improve event margin visibility and support accurate revenue forecasting.
* Assist Hotel teams with secure cash handling, POS setup, and financial data processes.
* Act as a financial support partner to the Goodwood Hotel Management team.
* Collaborate with E&H finance and central clerks to ensure finance operations meet business needs.

**Meetings & Events Billing Process**

* Coordinate with Sales to manage upcoming business volumes and package setup.
* Support structured product development and smooth handovers to Planning.
* Identify and resolve gaps in BEO billing plans with Sales Managers.
* Ensure operational teams are prepared for key events and understand their roles.
* Review post-event revenue capture and continuously improve billing processes.
* Ensure timely client invoicing within 3–5 working days post-event or communicate delays.

**Entertaining & Hospitality Finance Operations**

* Guide the Sales Ledger Finance Assistant on bank reconciliation and query resolution.
* Oversee cash handling, GDPR, fraud protection, and PCI compliance processes.
* Serve as the main contact for PDQ management across the division.
* Manage admin rooms, debtors, and refund requests for Hotel, Club, and Estate.
* Support implementation of new operational systems with financial integration.
* Assist Health Club and Spa teams with financial queries and revenue recognition.
* Perform regular financial reconciliations and support ad hoc finance tasks.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

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

* Flexibility of both working hours and attitude to duties during peak periods, particularly during the Events.
* Be competent on all MS office software, especially Excel with a keen attitude to building that knowledge.
* Have a proactive and positive approach to problem solving and issue resolution.
* Have a solid understanding of sales ledger processes