

**GOODWOOD**

**The Role**

The **Dispatch Administration Executive** works within the **Dispatch team** and reports to the **Fulfilment Operations Team Leader**

**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 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**

To be part of the team that is responsible for dispatching event tickets, including scanning, packaging and preparing them for delivery.

On event days you will have the opportunity to interact with customers in person dispatching tickets that have been booked for collection.

**Key responsibilities**

* Manage the dispatch inbox, answering queries in a timely manner supporting colleagues from around the estate; being proactive & helpful
* Answer the dispatch phone promptly assisting internal colleagues with their queries
* Monitor stock levels and drawers to ensure tickets drawers are aways available to support the dispatch process. Take a proactive approach to identify and escalate quickly any risk to tickets running short.
* Use the Royal Mail website to collate the post and produce a manifest
* Use Excel & Access databases to check tickets into stock control
* Use the Ticketing System to print dispatch notes on request
* Support customer services by helping with dispatch postal queries
* Select, package and send out tickets for internal and external customers, working to exacting quality standards
* Apply close attention to detail when making up ticket boxes for all Goodwood events
* To meet productivity targets set by the Fulfilment Operations Team Leader
* Flexibly move and rotate between administrative tasks and dispatching tickets
* Three weeks prior to Festival of Speed & the Goodwood Revival – To fulfil some shifts that are based in the build-up car park cabin dispatching orders directly to Goodwood staff and external contractors
* On event, to work alongside the wider Goodwood team working at the headline motorsport and horseracing events; undertaking ticket collection shifts and other ad hoc duties as required
* With support from the Fulfilment Operations Team Leaderengage in your ongoing personal development to ensure high standards are exceeded

**Qualities you will possess**

* Positive and friendly with a ‘can do’ attitude
* A systematic and logical approach to work
* Ability to prioritise and organise
* Proactive
* Works on initiative
* Take responsibility for yourself
* Confident
* Good communicator
* Problem solver
* Reliable
* Trustworthy
* Adaptable to change
* Energetic with a sense of fun

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

* Enjoys working in a busy and fast-paced environment
* Ability to work as part of a team in a noisy bustling office
* Flexible approach to working hours, including weekends, especially over events
* Proficient IT skills including knowledge of Outlook, Word and Excel
* Motivated to deliver exacting standards & meet targets