

**GOODWOOD**

**The Role**

The **Event Accommodation Planner** will be part of the **Group Projects team** and will report to the **Group Project Manager.**

**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**

Working as part of the Group Projects team, to support the operational planning, fulfilment and delivery of accommodation allocations for our partners and VIPs during the headline events and other key dates. You will work proactively and collaboratively to deliver exceptional customer service.

**Key responsibilities**

* To support the Group Project Manager to deliver exceptional accommodation experiences across the events, ensuring high **attention to detail** and excellent customer experience is at the heart of the event design and delivery
* To support the delivery/fulfilment of accommodation requests to a high standard, ensuring that the needs and requirements of key stakeholders are delivered
* Work collaboratively with all internal (Partnership Management and Bespoke Membership teams) and external stakeholders (Hotels and accommodation providers)
* Responsible for the **financial management** of the accommodation, ensuring that all information about the events is shared with our finance team for invoicing
* Find **creative solutions** to improve customer experience whilst proactively acting upon customer/stakeholder feedback to ensure events continuously improve.
* To **build and nurture** relationships with hotels and accommodation providers
* To ensure **best in class** operational delivery
* To help **develop and manage** the Partners Accommodation Portal

**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?**

* Ability to prioritise, organise and manage a diverse and complex workload and to work under pressure
* Ability to engage and get the best out of stakeholders, showing both leadership and active listening
* Ability to form and build mutually respectful relationships and trust with existing and new accommodation providers and clients
* Ability to anticipate client needs, respond appropriately to all client’s queries and exceed expectations
* High degree of computer literacy with ability to use Microsoft and PowerPoint
* Ability to be reactive to changing requirements of projects and events
* Enthusiastic and self-motivated and showing leaderships skills whilst also respecting and knowing when to request senior level input
* Ability to work both as part of a team and under own initiative
* Ability for taking responsibility for own actions and performance
* Able to work flexibly to meet the needs of the business
* Creating a customer centred environment
* Due to the rural location of the Goodwood Estate, it is essential to have your own reliable transport