

**GOODWOOD**

**The Role**

The **Event Staffing Planner** will be part of the **Ticket Office Operations team** and report to the **Event Staffing 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 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 work as part of the Ticket Office Operations team who are responsible for the management of ingress and egress of all visitors across Goodwood’s portfolio of events.

You will be responsible for the sourcing, recruiting and onboarding of our casual and volunteer team, developing pre and on event communications. Working with Goodwood internal teams, you will assign people to appropriate roles and ensure that they are managed over event. You will be responsible for the smooth running of all staffing related areas leading up to and over each event, reconcile hours and ensure payroll is completed in a timely manner.

To support the Events teams with the engagement of sustainable and profitable growth across any allocated event and to create a positive people culture to assist with the delivery and vision of “One Goodwood.”

**Key responsibilities**

* Develop channels to grow our team of casual workers
* Develop, implement and maintain an effective recruitment and vetting process
* Ensure Event briefings are completed in a timely manner
* Effectively manage staff check-in and our casual team over event
* Develop communications that keep our casual team engaged throughout the year
* Take ownership of all processes and systems that relate to event staffing
* Provide accurate and timely reports
* Complete all related administration and prepare, manage and collate all event material for casuals, volunteers and team managers
* To ensure that attention to detail and timely customer service is at the heart of event delivery
* To manage all budgeting processes (including facilitating purchase orders, invoices and re-charges)
* To proactively act upon customer feedback to ensure events continuously improve
* To ensure all event requirements are understood and communicated to allow forward planning, sensible purchasing and to facilitate the delivery to a critical path
* Various administrative tasks in relation to the smooth running of the Ticket Office Operations department
* Proactively liaise with internal stakeholders to develop positive relationships
* To attend events and perform other duties and tasks as required throughout the year
* Produce documents, briefing papers and reports as required
* Maintain up to date knowledge and understanding of the organisation and its objectives
* Act as an ambassador for the Goodwood brand at all times and ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance
* Undertake any other duties as requested in accordance with the scope and responsibilities of the role
* To support the Event Managers in delivering the events to the ISO20121 sustainability standard.

**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
* Exceptional organisational skills
* Multi-tasking and lateral thinking
* A sense of fun!

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

* Experience working in high volume recruitment
* Excellent verbal and written communications skills
* Excellent Microsoft Office knowledge and ability, particularly Excel and Word
* Ability to adapt quickly to changing priorities and be flexible to support any of the team’s activities
* A willingness to work longer flexibly around the events, including weekends in the build up to and on event
* Working knowledge of recruitment best practise standards
* Confident when dealing with customers
* Ability to manage budgeting systems
* Ability to be flexible and cope with ever changing priorities
* Knowledge of Health and Safety standards and practices
* A working knowledge of outdoor events
* A full, clean driving licence