

**GOODWOOD**

**The Role**

As **Group Head of Software Projects** reporting to the CFO, you will be amember of the Central Services Leadership team, responsible for delivering Software Project and Technical IT to meet defined business targets and objectives. You will ensure requirements are met in a cost effective and efficient manner, reporting on performance. Your commercial awareness ensures you adopt a proactive and objective approach to continuous improvement, with a broad business perspective. You line manage the IT team members and ensure that a high standard of end user satisfaction (whether internal or external customers) with the Company’s software and hardware systems is maintained. You negotiate with and manage suppliers/third parties in accordance with agreed escalation procedures and at regular review meetings.

**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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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To deliver strong, reliable, secure and resilient software solutions and hardware services for the multiple business areas in the Goodwood Group. The focus of this role is the non-core IT software solutions that we deploy in the operational teams led by the IT Project Manager also encompasses responsibility for the Technical and Helpdesk teams lead by the IT Technical Manager, across the Estate.

Event IT is also an important element of this role, managing the backbone of the IT for our major Horse Racing and Motorsport events and planning the IT strategy for any new events or 365 initiatives launched by the business. Part of the remit is also to support the IT requirements for the Duke of Richmond and his family.

**Responsibilities**

**Functional Governance**

* Deliver a strategic IT plan to meet the defined business plans and objectives
* Contribute actively to the Central Services Leadership team, representing the IT department at a corporate level
* Work with other Leadership teams to maximise benefit delivery from cost effective exploitation of available technology
* As a member of the Business Transformation Committee ensure that capex plans for any investments required against IT, digital and software platforms are developed and aligned with the Group strategy
* Ensure the company maintains its PCI Compliance on a quarterly and annual basis

**Managing People**

* Lead and manage designated employees to deliver the requirement service level agreements for customers, both internal and external
* Provide guidance, direction and support to team members, including out of normal working hours
* Manage and deliver recruitment interviewing, successional plans, appraisals, learning and development, staff motivation and standards to achieve company objectives in areas of responsibility

**Managing Activities**

* Ensure that service delivery resources (employees, equipment, software and systems) are utilised in a cost and operationally effective way
* Assist with office utilisation and associated office moves
* Ensure accurate and effective escalation plans are in place and delivered to maintain service standards
* Manage third party providers/suppliers to ensure the cost-effective delivery of high service levels
* Make recommendations for improvements and investments and implement accordingly
* Contribute to Data team from a Data Protection and GDPR perspective

**General**

* To be fully conversant with all Goodwood Group products and services in order to give potential and existing customers accurate information in a professional and timely manner
* To act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld
* To consult/work with other senior personnel on specific initiatives as required
* To undertake any other duties as requested by the Board in accordance with the scope and responsibilities of the role

**Qualities you will possess**

* Strong Software Project Management skills
* Passion for what you do
* Positive and friendly with a “can do attitude”
* Analytical ability
* Financial awareness and budget control
* Commercial acumen
* General business experience
* Strategic planning
* Departmental/line management
* Sense of humour is essential
* Communication and negotiation skills
* Attention to detail
* Planning, organisation & admin skills
* Continuous improvement
* Teamwork within a management team
* 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?**

* Excellent organisational and time-management skills
* A proven background in Software Project Management
* Ability to manage workloads to deadlines
* Excellent Administrative abilities
* Confident to challenge at all levels of the business where appropriate
* Able to identify and deliver control and process improvements
* Be methodical, accurate and analytical
* Ability to influence others
* Excellent communication skills including effectively communicating IT information to non IT personnel
* Drive and ambition (this role takes energy)
* A sound conceptual knowledge of a broad range of operational software implementations
* Strong Project Management experience of successful software deployments within budget and timescale
* Ability to identify and maximise the commercial and business benefits of IT software systems