

**GOODWOOD**

**The Role**

The **Group Projects Operations Manager** will be part of the **Group Projects team** and report to the Group Projects General 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 be a driving force behind the delivery of the various projects and events across the Estate.

Responsible for the operational delivery of the event infrastructure, along with bringing together larger projects, as assigned by the Event General Manager, with all the associated operational and logistical planning from outset to completion, by effecting proactive administration of the operations team, broadening exposure to our customers, and the procurement of infrastructure through the maintenance of excellent supplier relations.

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

Working as part of the Group Projects team delivering Goodwoof, Nucleus, Magnolia Cup, Qatar Goodwood Festival and Doghouse events (events and projects can frequently change) from outset to completion. You will work proactively and collaboratively, with the team, to deliver exceptional customer service, leading on Goodwoof, Magnolia Cup and Doghouse.

**Key responsibilities**

* To **oversee the installation** of essential event infrastructure whilst ensuring all timings and installations are in accordance with the event build schedule, ensuring that the event is prepared on the ground
* Deliver exceptional experiences within the events, ensuring a high **attention to detail** and excellent customer experience is at the heart of the event design and delivery
* To keep the flow of communications around the event and developments clear and current among all stakeholders
* Find **creative solutions** to improve customer experience whilst proactively acting upon customer/stakeholder feedback to ensure events continuously improve
* To plan your areas of event infrastructure within **event build schedules** and work as part of the team to resolve conflicts early in the planning phase
* Act as an ambassador for the Goodwood brand at all times and to ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance
* To ensure **best in class** operational delivery
* Lead, support and develop the Event Planners. Ensure the Event Planners fully understand what is expected of them and to develop their professional skills accordingly
* Day to day management of the Event Planners, with regular 121s
* Responsible for the Operations budgets, allocating spend, and finding cost efficiencies
* To ensure that attention to detail and timely customer service is at the heart of event delivery
* To ensure all purchase orders, invoices and re-charges are handled and settled in line with the planning timelines
* Bring together the supporting planning teams from across the wider business to resolve conflicts early in the planning phase
* Ensure all event requirements are understood and communicated to allow forward planning, sensible purchasing and to facilitate the delivery to a critical path
* To support, administer and ensure smooth delivery of the events on time and to budget via weekly forecasting and critical path administration
* To gain a working knowledge of the event delivery and cross-seeding Goodwood event best practice to ensure best in class operational delivery
* To support the business in delivering the events to the ISO20121sustainability standard
* To lead and deliver projects as assigned by the General Manager and Motorsport Director
* Maintain and develop your professional skills in order to support other Events where appropriate

**‘One Goodwood’**

* Contribute to ‘One Goodwood’ through proactive ‘champion’ roles and projects, working with all departments to develop a positive, collaborative, can-do spirit within the business

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail and problem-solving skills
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself and others
* Confident to make decisions and stand by them
* Good negotiation and influencing skills
* A leader amongst peers
* Solutions driven
* Excellent communicator
* A sense of fun!

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

* Passionate about live Events
* To have an excellent eye for design, to understand the importance of bringing ideas to life and creating unique experiences
* Working knowledge of event best practise standards
* Ability to consistently manage budgeting systems accurately
* Ability to be flexible and cope with ever changing priorities
* Excellent PC skills with the ability to use Microsoft Office
* Knowledge of Health and Safety standards and practices
* Previous relevant experience of working in senior event planning roles
* Ability to grow networks internally and externally
* Broad current event industry knowledge including outdoor events
* Ability to form and build mutually respectful relationships and trust with existing and new contractors/clients and build trust/rapport
* Ability to anticipate client needs, respond appropriately to all clients queries and exceed expectations
* Ability to be reactive to changing requirements of the projects and events
* Enthusiastic and self-motivated and showing leaderships skills whilst also respecting and knowing when to request senior level input
* Creating a customer centred environment