

**GOODWOOD**

**The Role**

The **Head Receptionist** will be part of the **Kennels Reception** team and will report to the **Operations Manager – Kennels & Hound Lodge**.

**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**

**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**

## Responsible for the daily operation of the Kennels Reception department, ensuring that all guests receive a warm, memorable and personalised welcome to the Kennels, setting the scene for their visit. To supervise the team of Receptionists, supporting with training, development and motivation.

**Key responsibilities**

* To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring that the team receive the relevant training and development in order to achieve this consistently;
* To ensure all tasks are completed on each shift and that a full and thorough handover is completed at the end of each shift;
* To lead by example by offering excellent levels of service and professionalism and supporting the team to develop their customer service skills;
* To monitor, set and review objectives in line with the performance review and induction processes;
* To ensure that there is clear, consistent and two-way communication within the team and with other departments;
* Required to complete relevant training on the e-learning system and responsible for ensuring the team complete their training in a timely manner;
* Responsible for the Health & Safety of the department including risk assessments, COSHH and daily checks;
* To establish, build and maintain relationships with all customers and handle complaints, requests and enquiries correctly and in a timely manner;
* To act as an ambassador for the Goodwood brand at all times and ensure the Values are upheld to external and internal contacts through appropriate behaviour and performance;
* To create the rota for the reception team ensuring sufficient cover for events;
* To undertake any other duties as requested by the Assistant Operations Manager, in accordance with the scope and responsibilities of the role.

**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
* A sense of fun!
* Punctual
* Flexible

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

* You need to be a people person with excellent customer service skills;
* Strong administrative experience and a full working knowledge of MS office
* Previous experience of working in a customer facing role, ideally within the hospitality or leisure industry, would be desirable as would previous experience of supervising a team.