

**GOODWOOD**

**The Role**

The **Hospitality Event Planner** will be part of Events Hospitality and report to the **Hospitality Operations 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**

To deliver all aspects of administration and planning relating to the implementation and delivery of hospitality at Goodwood’s Motorport and Racecourse events.

To be hands on during Goodwood’s events and play a key role in delivering excellent customer experiences.

**Key responsibilities**

**Administration:**

* Manage pre-event duties, including but not limited to, ordering signage, race cards, flowers and arranging Tipsters
* To liaise with our event catering partners on all customers’ requirements
* Review customer event day matrix to ensure all information is clear for both operational and financial use and work with Hospitality Sales team to ensure requests are communicated clearly within the booking system
* Process all Hospitality Tickets for dispatch in a timely manner, acting as the point of contact for ticket delivery and dispatch queries with both customers and Royal Mail
* Assist with the creation of event information, including menus and itineraries

**Events:**

* Working flexibly, undertake allocated tasks which may include setting up facilities, snagging maintenance, welcoming guests, supervising casual staff and other ad hoc tasks
* Work with customers to facilitate bespoke requests such as receiving event deliveries and arranging early access
* Supervise hospitality facilities and have a good understanding of customers experiences on event
* Assist with handling on event complaints, resolving on the day wherever possible and escalating when appropriate
* Log any changes that happen on event that may affect customer post event billing
* Prepare tickets for on event collection and ensure the process is clearly communicated to customers

**Customer Service:**

* Manage the Hospitality Team in-box answering customer queries in a timely manner whilst identifying email drivers
* Support with incoming enquiries, understand customers’ requirements and deliver solutions, including dietary requirements and seating requests
* Receive, log and send holding responses to all post event complaints, identifying and escalating any complaints requiring immediate attention, including any compensation offered
* Ensure first time resolution of customer queries delivered with the highest standards of customer service
* Ensure event specific information is sent out in a timely manner to all hospitality customers, including updating the hospitality hub with date specific documents
* Communicate with customers to ensure their event information is correct including ticketing information, host and signage names

**Revenue and Profit Delivery:**

* Assist with allocating payments and providing customer receipts
* Have an awareness of financial deadlines to assist with risk management of unpaid bookings
* Assist with raising credit notes and processing invoices, ensuring the correct level authorisation is recorded
* Share payment and ticketing deadlines with the Hospitality Sales Team and ensure that only settled invoice are ticketed

**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!

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

* Ability to work both as part of a team and under own initiative
* IT literate and systems orientated with experience on a CRM system, preferably iVvy
* Be organised, enthusiastic and self motivated
* Have a passion for good service with the ability to anticipate clients needs and to exceed their expectations
* Ability to work flexibly to meet the needs of the business
* Experience in a corporate hospitality setting would be an advantage
* Ability to be flexible and cope with ever changing priorities
* To be proficient in the use of MS products (including Word and Excel)
* Must have a full UK Driving Licence and access to a car.