

**GOODWOOD**

**The Role**

The **Hospitality Event Planner** will be part of the Hospitality and Ticket Office Team 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 provide comprehensive administrative and operational support to the Hospitality Operations Team, assisting to deliver events to the highest standard and accuracy.

**Key responsibilities**

* To accurately update customer records on the ticketing and hospitality systems
* Process ticket orders, ensuring the highest level of attention to detail
* Raise credit notes within the booking system
* Work with the hospitality sales team to resolve administrative queries or client enquiries
* Manage the hospitality team in-box along with the Hospitality Event Planner, answering customer queries in a timely manner
* Communicate with customers to ensure their pre-event information is correct including ticketing information, host and signage names
* Arrange supplies for events including tickets, amenity kits and staff paperwork
* Assist with event set up, receiving and unpacking deliveries and snagging hospitality facilities
* Work as a team on event days both in the office and operationally
* Accurately record customer complaints post event and share with relevant managers to respond
* Ensure all on event information is recorded to assist with post event billing
* To support with the wider tasks of the hospitality sales and operations department and undertake any other duties as requested in accordance with the scope and responsibilities of the role

**Qualities you will possess**

* Attention to detail
* Ability to prioritise and organise
* Take responsibility for yourself
* Ability to work under pressure
* Passion for what you do
* Positive and friendly with a “can do attitude”
* Ability to prioritise and organise
* Proactive
* Strategic thinker
* Commercially astute
* Excellent communicator
* A sense of fun!

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

* Experience using multiple systems with excellent attention to detail
* Enjoy working as part of a team
* IT literate and systems orientated
* An understanding of financial processes would be an advantage
* Knowledge of the Hospitality industry
* Ability to work flexibly to meet the needs of the business