

**GOODWOOD**

**The Role**

The **Hospitality Operations Executive** 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 manage the hospitality booking systems and reporting functions to ensure accurate delivery of events and finances. Responsible for the data integrity of hospitality clients and ensuring that users of the system maintain data correctly.

**Key responsibilities**

**Booking System Administration:**

* Proactively manage the Hospitality booking system (iVvy), ensuring product pricing, descriptions and sales capacities are set up accurately against agreed packages. And all documentation is relevant and correct.
* Review event day matrix to ensure all information is clear and correct from an operational and financial aspect, limiting financial risk
* Run audit reports to check for booking anomalies to prevent incorrect integration into accounting software
* Identify outstanding revenue anomalies, working with both finance and sales teams to balance customer accounts
* Act as the main contact for any queries or issues regarding the iVvy system. Keeping the operating manual up to date with new processes and being the main contact with iVvy Support to log issues and system improvements
* Assist with controlling product availability across all sales channels based on current sales capacities
* Assist with transferring customer information into Zkipster event day management system

**Revenue and Profit Delivery:**

* Liaise with the Goodwood Finance Team to ensure booking systems match accounting systems, resolving queries that arise
* Have an overview of Hospitality Aged debt, working with the Sales team to ensure debts are cleared in a timely manner and customer communication is recorded
* Allocate daily payments to customer invoices and provide customer receipts via email
* Have an awareness of financial deadlines to assist with risk management of unpaid bookings
* Liaise with Goodwood departments to arrange internal recharges of hospitality revenue
* Raise credit notes and process refunds, ensuring the correct level authorisation is recorded
* Record and communicate additional on-event revenue to be invoiced post-event
* Assist with supplier invoice sign off against forecasted costs

**Events:**

* Provide administrative support on event days to operational colleagues, managing the booking system to provide accurate information to the team
* Log any changes that happen on event that may affect customer post event billing
* Monitor incoming email enquiries during event days

**Customer Service:**

* Manage the Hospitality Team in-box along with the Hospitality Event Planner, answering customer queries in a timely manner whilst identifying email drivers
* Communicate with customers to ensure their pre-event information is correct including ticketing information, host and signage names
* Support with the administration of sales enquiries and bookings
* 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
* Confident to make decisions and to stand by them
* Excellent communicator
* A sense of fun!

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

* Experience using multiple systems with excellent attention to detail
* IT literate and systems orientated, ideally with experience of event management software
* Ability to identify and challenge risk before it has become apparent and report solution and opportunity
* Confidence and conviction on your analysis and ability to find solutions
* An understanding of financial processes
* Knowledge of the Hospitality industry and experience
* Ability to work flexibly to meet the needs of the business
* Ability to be analytical and adapt to change in a fast pace environment
* Confidence in communicating at Senior Management level
* Ability to work with third party caterers, finance teams and suppliers to support business and control cost management