

**GOODWOOD**

**The Role**

The **Hospitality Operations Manager** is part of the Hospitality and Ticket Office team and reports to the Ticketing and Hospitality Director.

**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 ensure the delivery of extraordinary experiences for our hospitality customers. To lead the team of hospitality planners, owning the customer journey all the way through from post-sales (invoicing etc) to post-event. To work with the appropriate internal stakeholders to ensure that customer requirements and expectations are exceeded.

To manage and maintain all processes associated with the internal bookings and billing system (iVvy) and ensure that costs are monitored and controlled in order for margins to be optimised.

**Key responsibilities**

* Develop strong working relationships with internal stakeholders to ensure customer satisfaction is delivered with particular focus on the ticket office, marketing, partnerships, and sporting members;
* Lead the internal and external hospitality team on event, ensuring they are briefed on event processes and each hospitality facility is ready to trade on schedule;
* Ensure that all team members have the tools needed to perform their on-event roles and provide a seamless service for customers;
* Liaise with the Event Operations teams to ensure all elements of the customer experience and client requirements are delivered (including furniture, flowers, pavilion plans, programmes, signage etc);
* To manage the critical path ensuring the delivery of each event is assigned to relevant members of the team, with clear deadlines set;
* To ensure table and pavilion plans are confirmed and available for the build within the timeframe required;
* To manage the relationship with the dispatch team and ensure that information and tickets are sent out in a timely manner, with work flows communicated for resource planning;
* Ensure processes are in place to review individual booking details ahead of each event for operational clarity and financial accuracy;
* To have a good understanding of the event forecasts, working with the event operations and finance teams to ensure that forecasts are up to date with relevant costs;
* To oversee the management of the hospitality aged debt, ensuring payments are received prior to the events, limiting risk of bad debt;
* Ensure adequate reporting is in place to aid aged debt, report on any concerns and ensure processes are followed in timely manner;
* To manage all hospitality financial reconciliation including internal recharges, contras, refunds and approval of supplier invoicing;
* Understand and implement financial deadlines to protect unconfirmed revenue, ensuring reporting is in place to aid with the chasing of overdue quotes;
* Manage the relationship and product delivery with catering suppliers to ensure best practice, delivery meets expectations and products are reviewed and debriefed to promote future improvement;
* Ensure effective inventory management across sales systems and management of capacities to optimise revenue;
* Proactively manage the Hospitality booking system (iVvy), keeping SOPs up to date, and leading on the set up of new products to agreed pricing and descriptions;
* Ensure customer event communications are accurate, timely, and informative. Working with the Goodwood marketing to establish a calendar of customer communications pre and post event;
* Work closely with the marketing team to create sales collateral and update web pages to ensure customer communication is clear throughout the buying and pre-event journey.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise, organise and multi-task
* Quick learner
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Strong customer service skills
* Excellent communicator
* A sense of fun!

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

* Previous experience of managing a high performing team would be beneficial;
* Experience of working in Event Planning/Hospitality Operations within a large-scale events environment;
* Team player, prepared to use knowledge and skills to work with and support the wider team;
* Ability to analyse data, identify positive and negative trends and act on findings;
* Proven experience in delivering operational excellence including process improvement;
* Strong commercial understanding and ability to undertake financial reconciliation and the management of invoices and payment;
* This role requires the postholder to have a flexible attitude to working hours and be prepared to work the required hours leading up to and on event;
* Advanced Microsoft skills, specifically Excel.