

**GOODWOOD**

**The Role**

The **Hospitality Sales Administrator** will be part of the Hospitality Sales team, reporting to the Head of Sales.

**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 Daring 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 support the Hospitality Sales and Business Development teams by managing bookings on the internal booking systems, helping to grow relationships with current Hospitality Agents and onboarding new clients.

Responsible for inputting client bookings accurately and efficiently, managing the Hospitality inbox and handling customer queries throughout the season.

Additional support the Hospitality Operations team in the lead up to and during events.

**Key responsibilities**

**Booking System Administration:**

* Input client details and bookings onto both IVVY, AV and Talent booking systems.
* Work closely with the Sales Manager to input 3rd party Agent bookings against available capacity.
* Manage the communication of available inventory to 3rd party Agents and our in-house sales team.
* Running the online sales report daily and inputting client details and bookings into IVVY.
* Reviewing 3rd party Agent payments and communicating outstanding debt to ensure payments are chased in a timely manner.
* Process clients from the initial enquiry stage, through to completion when required.

**Events:**

* Provide administrative support on event days to colleagues, manage the booking system to provide accurate information to the team.
* Complete last-minute sales and communicate with departments that may need to be notified.
* Answer incoming calls on event and working with the Hospitality Operations department to ensure information is noted and communicated as necessary.
* Support the Hospitality Operations team with tasks that are required in the lead up to/on event.
* Monitor incoming email enquiries during event days.

**Customer Service:**

* Manage the Hospitality inbox making sure we answer customer queries in a timely manner.
* Communicate with customers to ensure their pre-event information is correct including ticketing information, host and signage.
* Support with all administration of sales enquiries and bookings.
* To support with the wider tasks of the Hospitality Sales, Business Development and Customer Service departments 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
* Confident to make decisions and to stand by them
* Excellent communicator
* Proactive
* A sense of fun!

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

* Excellent administration skills
* An interest in working within a sales environment is desirable
* Excellent Microsoft Office skills including Word, Excel and Power Point
* Experience using multiple systems
* Previous experience within an administrative or customer service role would be an advantage
* Flexible and able to work key event dates
* Full driving licence