

**GOODWOOD**

**The Role**

The **Hound Lodge Butler** will be part of Hound Lodge and Kennels team reporting to the Hound Lodge and The Kennels Operation Manager and General Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**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 providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To manage day to day operations of Hound Lodge and develop the team and maintain high standards of service at all times. To develop, create and deliver the Hound Lodge service standards and fulfil customer expectations with the support of the Operations and General Manager.

**Key responsibilities**

**Responsible:**

* To be responsible and accountable for the operational management and precision of Hound Lodge and its team under the guidance of the Operation Manager and the General Manager.
* Develop and work with the planning and sales to team to develop the understanding of the business identity
* Manage and keep updated the Hound Lodge bookings systems at all times and communicate across the business
* To develop, lead and manage the Hound Lodge team on a day to day basis and, under the guidance of the Kennels Operation Manager and General Manager, to ensure the staffing structures and levels are appropriate for delivering a high level of service within budget.
* To ensure that all day to day legal requirements are met in relation to employment, health, safety, hygiene (and licensing)
* To set standards of performance and expectations with direct reports and across the business as set out by the General Manager and ensure that they are monitored and maintained.
* Drive communication between both the Kennels and Hound Lodge with regular operational meetings and one to ones. Ensuring that the focuses are in line with the business AOF and company values.
* To be responsible for the organisation and efficient scheduling of the support team in leasing as per business requirement with The Kennels HOD.
* Laundry and Housekeeping – Rota’s and management of the team ensuring standards are maintained

**Day to Day**

* Meet and Greet all guests whilst upholding the Hound lodge and Kennels beliefs and values
* Ownership of the day to day events, show rounds and communicating the detail and expectations outlined by the BEO’s to all parties
* Converting the planning into action whilst exceeding the customer experience
* Bridge the gap between the sales and ops team to ensure fulfilment of all sales
* To closely monitor and review the business costs to contribute to delivering the best possible margins as laid out in the annual budget.
* Communicate with the house team to establish what staffing requirements need to be fulfilled outside of the Kennels
* To ensure Hound Lodge is keep ready for show around at all time when not in use by daily check and housekeeping duties
* To organize, communicate and participate in the Hound Lodge show around
* Cost effective Rota management of the team
* To deliver all part of the service requirement to the Hound Lodge guest, assisting the support team in the cleaning and setting up of the bedrooms and the public areas of Hound Lodge
* Maintain a constant check of standards
* To assist in the Food & Beverage service delivery to Hound Lodge guests as per requirements
* Menu planning and development of menus with the associated chef. Update dietary requirements and regular operational meetings to ensure the known for’s are delivered.
* To offer guests assistance and suggestion in the planning of their activities during their stay should those have not been pre-arranged
* To support colleagues at peak times and to undertake any operational duty which might be reasonably required when there is no residents in hound Lodge
* To support The Kennels F&B team in any required outlet when Hound Lodge is not occupied
* To go above and beyond at all times in an effort to surpass customer expectations at every turn

**General:**

* To represent and be an ambassador of The Kennels and Hound Lodge and be an ambassador of the company in line with the Goodwood Values both behavioural and performance
* Strive to maintaining standards and ensuring the customer experience is exceptional
* To be fully conversant with all Goodwood Group products and services, in order to give potential and existing customers accurate information in a professional and timely manner.
* To undertake any other duties as requested by management as required to fulfil the needs of the business

**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?**

* Proven track record of experience with managing a restaurant, members club or hotel
* Good standard of education
* Knowledge of food and drink with possible industry qualifications- WSET etc
* Experience of leading a team and implementing training
* Experience in liaising with clients and stakeholders
* Good knowledge of the area and appropriate activities offering for Hound Lodge costumers
* F&B and accommodation experience in delivery and sales

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 4 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |