

 **GOODWOOD**

**The Role**

The **House Events Team Leader** will be part of House team reporting to the Head Butler.

**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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| 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 assist, when needed, the Head Butler and Butlers in the day-to-day running of the House, the training of new staff and maintaining high level of service throughout the House. To offer all customers a personal, friendly and efficient service.

**Key responsibilities**

* To ensure all guests are greeted and served promptly
* To ensure House administrative tasks are completed daily to include; billing, staff booking, payroll and other ad-hoc duties as required.
* To organise staffing and payroll for all events in the House including headline motorsport events
* Ensure that you have a good product knowledge on all the BEO’s and memos for upcoming events
* At the end of each shift, to ensure all back and front of house areas are clean and tidy
* To assist, when needed, Head Butler in day-to-day training of new staff and maintaining high level of service
* To work at the House, Motor Circuit Catering venues and any offsite venues as and when required.
* To be aware of and responsible for health and safety, reporting any maintenance issues to relevant department managers and ensure that line managers are kept completely up to date with progress on outstanding actions
* To represent and be an ambassador of Goodwood House and of the Company in line with the Goodwood values and behaviours
* To undertake any other duties as requested 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?**

* Experience of working in a customer facing role, ideally within the hospitality industry
* Administrative experience ideally within an event operation