

**GOODWOOD**

**The Role**

The Junior Butler will be a key part of the House Butler team and will report directly to the Head Butler

**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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| Always be inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things even better | Sharing our infectious enthusiasm |

**Purpose of the role**

Under the guidance and support of the Head Butler, the Junior Butler will gain comprehensive hands-on experience in all aspects of events held at Goodwood House. Your primary responsibility will be assisting the butlers during various House events, including weddings, conferences, and the renowned Festival of Speed. You will be expected to deliver esteemed service of the highest quality to our clients and guests.

**Key responsibilities**

* To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring all guests are greeted and served promptly and in a personal and friendly manner.
* To oversee event timelines and ensure that all details are executed accordingly.
* To motivate and provide guidance to the team, ensuring high levels of professionalism and service excellence.
* To be familiar with the lock-up procedures of Goodwood House at the end of the day;
* Assist the Head Butler throughout the preparation and execution of various events, this will include tasks such as assisting with the setup and ensuring a smooth breakdown at the end of the day
* To ensure high levels of cleanliness at all times.
* Required to complete relevant training, with the opportunity to gain recognised qualifications.
* To ensure compliance with health and safety regulations and licensing laws during events.
* To act as an ambassador for the Goodwood brand at all times and ensure the values are upheld to external and internal contacts through appropriate behaviour and performance;
* To undertake any other duties as requested by the Head Butler, in accordance with the scope and responsibilities of the role.

**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 work under pressure
* Proactive
* Confident to make decisions and to stand by them
* Good timekeeping
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!
* Take responsibility for yourself

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

* Previous relevant experience of working in a similar role within the hospitality industry would be beneficial;
* A good knowledge of wines, spirits and food service is desirable;
* A passion for working in the hospitality industry is essential:
* Exceptional attention to detail and problem-solving skills.
* I.T literate with a good knowledge of Microsoft Office Packages.
* Flexibility to work evening, weekends, public holidays as required.