

**GOODWOOD**

**The Role**

The **Junior Event Staffing Planner** will be part of the **Ticket Office Operations team** and report to the **Ticket Office Systems & Operations 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 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**

The Ticket Office Operations team is responsible for the effective management of all entry gates, grandstands, and hospitality operations across Goodwood’s portfolio of events. The team is also responsible for the recruitment, onboarding and management of all casual workers and volunteers that perform a wide variety of roles on event.

Responsible for the administration and planning of staffing and resource at the Goodwood Events. You will proactively ensure that administrative tasks are completed in a timely manner with a high level of attention to detail. You will efficiently recruit and provide administrative support for casuals and volunteers, and support the smooth running of staff check-in, staff welfare and other staffing related areas. You will work alongside the Event Staffing Planner to deliver event communications and briefs on event for our casual and volunteer team.

**Key Responsibilities**

* Support in recruiting, vetting and managing casual workers and volunteers
* Event Staffing administration; prepare and collate all event material for casuals, volunteers and team managers
* Inputting of data into our staff check-in and management system (Shiftboard)
* Processing timesheets post event and preparing payroll material.
* Allocating casual workers and volunteers to appropriate roles based on skills and experience
* Providing communications and regular reporting to event management staff
* To support with staff check-in, staff welfare and uniforms
* To ensure that attention to detail and excellent customer service is at the heart of event delivery
* To proactively act upon customer feedback to ensure events continuously improve
* Various administrative tasks in relation to the smooth running of the department
* To support with staff and contractor wristband requests
* To attend events and perform other duties and tasks as required throughout the year
* Support with producing documents, briefing papers and reports as required
* Maintain up to date knowledge and understanding of the organisation and its objectives
* Act as an ambassador for the Goodwood brand at all times and ensure Group values are upheld to both external and internal contacts, through appropriate behaviour and performance
* To support with the wider tasks of the Ticket Operations department and undertake any other duties as requested 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”
* Great attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Excellent communicator
* Exceptional organisational skills
* Ability to multi task and work under pressure
* A sense of fun!

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

* Experience of working in an office environment
* Excellent Microsoft Office knowledge and ability, particularly Excel and Word
* Ability to adapt quickly to changing priorities and be flexible to support any of the team’s activities
* A willingness to work longer hours around the events, including weekends in the build up to and on event
* Confidence and enthusiasm when communicating with others
* Ability to adapt quickly to changing priorities and be flexible to support any of the team’s activities