

**GOODWOOD**

**Role**

The **Mobile Concessions Executive** role will be part of the Motorsport Events Department and will report to the Events’ Exhibitions Manager.

**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 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**

To source appropriate mobile concessions for all headline and other events (including breakfast clubs), liaising with stakeholders to ensure that concessions are on brand and fit particular themed events. In addition, ensure the quality and choice of food and beverage is not compromised, whilst working with concessionaires to maximise customer experience, reduce queuing and increase spend per head.

**Key responsibilities**

* To source and site appropriate mobile concessions for all headline events, including breakfast clubs;
* Enthusiastically attend other events to keep on top of food trends and concession operators;
* Always ensure that company standards are maintained within the company’s systems, to enable accurate data capture for management information and future business decisionpurposes;
* Ensure that all sponsorship requirements are fulfilled and delivered in line with contract at each event;
* Guarantee rapid customer responses and efficient handling of queries;
* Liaise with key internal stakeholders and external authorities to deliver key business objectives;
* Account manage individual concession operators and ensure they are adhering to brand standards and guidelines across all events;
* Manage all invoicing and financial reporting relating to the mobile food concession business.

**Qualities you will posses**

* 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?**

* Have an interest in food in general, food trends and dietary alternatives.
* This is an operational role so a willingness to getting stuck in is important, with a lot of walking on event.
* Ability to cope with problems calmly, think on your feet and manage dynamic situations.
* A confident communicator who is able to assert themselves when needed.
* A positive attitude and a good sense of humour to build and enjoy relationships with traders.
* Ability to plan and front load workload, to allow for being away from the desk a lot during live events.
* A logical thinker, who can look at the bigger picture and anticipate potential problems.
* A proficient knowledge of the Microsoft Office package including Excel and Outlook;
* Experience of using Delphi and Talent packages would be desirable.