

**GOODWOOD**

**The Role**

The Product & Systems Team are responsible for ensuring all ticket and experiences products are built and maintained in a timely and efficient manner within our ticketing system Talent and provides the technical and operational interface between our internal stakeholders, IT and 3rd Party technical suppliers. The team ensures all users across the Goodwood Estate have the technical training to get the best out of the system and also provides first line support for any user issues.

Reporting to the Product & Systems Team Leader you will be responsible for setting up and maintaining ticketing products and supporting TALENT users with technical queries.

Using your strong IT and communication skills you will investigate and diagnose faults, and build strong relationships with all internal stakeholders to provide a high level of service.

**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**

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 set up and maintain products within TALENT and be part of the team that provides the technical & operational interface between our internal customers, IT and 3rd Party suppliers. You will provide Stakeholders with the technical capability to get the best out of the software system ensuring processes are adhered to and provide first line of support for user issues.

**Key responsibilities**

* Set up and maintain products for a range of events and experiences
* Create discounts and promotional codes for products
* Liaise with internal departments on product requirements, timescales and deadlines
* Act as first line technical support to system users across the Estate
* Raise and monitor cases with 3rd party Ticketing system supplier
* Provide pre-event and on-event support in regard to Access Control
* Assist the Product & Systems Team Leader in planning the annual build and event support timeline
* Identify and recommend continual improvements to the Talent system
* Work closely with Goodwood Digital team in enhancing the ticketing website to ensure an outstanding customer experience when booking tickets and experiences.

**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?**

* Excellent IT skills with confidence to familiarise with new systems and the ability to troubleshoot
* An analytical and logical approach
* Strong attention to detail
* Ability to communicate effectively with a wide variety of stakeholders
* Skilled in organising and prioritising a busy workload
* Ability to work on own initiative

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 | 3 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |