

**GOODWOOD**

**The Role**

The Product and System Coordinator will be part of the Ticket Office and report to the Ticket Office 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 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**

Be the lead technical and operational interface between our internal customers, I.T. and outside technical suppliers for the Ticket Office.

Provide the Ticket Office with the technical capability to get the best out of the software system in terms of how it is used and the processes in place.

**Key responsibilities**

* Build all sales products on Talent in a timely manner ensuring an annual timetable is developed and communicated to guarantee that testing can take place prior to go-live sign off
* Communicate all system changes and requirements to all key stakeholders
* Manage the Talent system process for all new product development from conception to completion, including ownership of the new product set up process
* Deal appropriately with all Talent system related requests internally and act as a filter for business needs
* Ensure all sales channels on Talent are being used to the maximum
* Build promotional discount codes and special event pages on Talent
* Recommend and advise on continual improvements to the Talent System
* Work closely with the Ticket Office Manager to ensure the Ticket Office strategy and development is embedded through effective processes
* Manage Talent related support issues and liaise with the supplier directly for resolution
* Work closely with the Digital team for changes to the ticketing website
* Assist with the cash up procedure and all related processes

**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?**

* Substantial experience and competence in maximising a strategic software solution
* Project management experience
* Experience of implementing and documenting effective system processes
* Experience with “Talent” is desirable
* 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 | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |