

**GOODWOOD**

**The Role**

The Helpdesk Administrator will be part of the Repairs and Maintenance (R&M) Department and report to the Repairs & Maintenance 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**

To act as Administrator in the smooth running of the Estate R&M Department and office by providing a comprehensive administration service as well as any other such duties as may be required.

**Key responsibilities**

* Develop and maintain positive working relationships with all customers.
* To capture and record job requests from around the estate via telephone and email in the absence of the Helpdesk Supervisor as and when necessary.
* Receive, process and file invoices in a timely fashion to meet monthly cut-off dates.
* Maintain R&M databases and staff records (e.g. holiday, sickness, training, fuel etc).
* Receive and direct deliveries.
* Any other duties as directed by the R&M Operations Manager or Head of Repairs & Maintenance.
* Raising purchase orders for annual PPM tasks, reactive works and wholesaler purchases.

**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?**

* Relevant experience in an administrative/scheduling role.
* Good communication skills and the ability to work as part of a team.
* Excellent organisational skills and have an attention to detail.
* An exceptional telephone manner and a high level of customer service knowledge.