Goodwood Art Foundation

Job Title: Receptionist/Administrative Assistant

Reporting to: Director, Goodwood Art Foundation

**Purpose of Post**

To be the face of the Goodwood Art Foundation, providing members and guests with a warm welcome and a friendly, professional service at all times.

Working closely with your Art Foundation colleagues, you will passionately strive for excellence to ensure the customer experience at the Goodwood Art Foundation is exceptional.

Together with the team, you will establish and maintain relationships with annual members, ticket holders and any visitors to the Foundation during the Exhibition season.

You will be a pro-active and enthusiastic team player within our close-knit team.

**Main Duties & Responsibilities**

* To provide a professional and efficient level of service at all times; responding to enquiries, taking bookings and transferring calls as required;
* Ensure all verbal and written correspondence is accurate and timely for members and guests.
* To ensure that all relevant reservation information is passed on to the relevant people in a timely manner;
* To have a thorough understanding of all aspects of operations at the Goodwood Art Foundation including how the cafe operates;
* Ensure accurate usage of all software including bookings and point of sale system.
* To work from time to time in other areas within the Goodwood Art Foundation and to carry out any other reasonable duties as required;
* To assist with general administration duties when required (including but not limited to event correspondence, membership renewals, and special event preparations)
* Ensure that designated areas are presentable to the highest standard at all times, communicating any outstanding jobs to your colleagues and line manager;
* Carry our membership tours should walk- ins occur and the Operations Manager sales isn’t available

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

* Proficient in the use of Microsoft Office and Outlook software;
* Previous experience of working in a similar role and environment would be beneficial;
* A calm demeanour, plus you'll be extremely reliable, organised and precise:
* Complaint handling experience would be desirable;
* High standards of presentation, cleanliness, and in all things;
* Fluent in the English language;
* Own or reliable transport due to the rural location of Goodwood

**Qualities you will possess**

* Passion for what you do and bundles of enthusiasm
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive and helpful
* Exceptional customer care
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator and interpersonal skills
* Take responsibility for yourself
* A sense of fun and good humour