

**GOODWOOD**

**The Role**

**The Retail Operations Manager** will be part of **Retail team** reporting to the **General Manager of Retail.**

**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**

Manage and drive Goodwood retail operations through the Estate’s on-site retail outlets, maximising sales opportunities to deliver in line with retail budget. Organise and manage the planning and setup of all retail stores and pop ups for the Goodwood events. Work closely with the E-Commerce Manager to drive on-line sales. Ensure stock is well managed and replenishment forecasted and delivered in a timely manner.

**Key responsibilities**

* Responsible for the management of the day to day operation of retail within the Goodwood retail outlets
* Recruit and manage retail assistants and deliver all training required
* Responsible for the planning and organisation of the event shops and pop-ups
* Manage the timely set-up and breakdown of all retail and event stores, including till, cashing up, floats and reports.
* Raise purchase orders, process and set up of new product and inventory on various systems
* Work closely with the distribution partner on all stock, responsible for ensuring weekly stock levels are maintained through co-ordinated replenishment process.
* Support the E-Commerce Manager when required with photoshoots of product for on-line marketing
* Ensure a high luxury level of brand presentation across all retail stores and displays in other parts of the Estate, at all times
* Liaise with all internal and external partners on the planning and organisation of event retail stores.
* Liaise with internal colleagues on requests for corporate gifts and sponsor requirements
* Lead by example providing excellent Customer Service and mentor others in the service levels expected.
* Undertake any other duties, in accordance with the responsibilities for this role.

**Qualities you will possess**

* Commercially minded
* Enjoy interactive with customers
* Proactive, highly organised
* Passion for what you do
* Great attention to detail
* Resilient and calm under pressure
* Excellent leadership skills
* Confident to make decisions and to stand by them
* A great sense of fun!
* Good negotiation and influencing skills
* Excellent communicator

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

* Excellent customer service skills
* At least three years retail management experience within an apparel brand
* Managed large retail teams
* Excellent visual merchandising skills
* Good working knowledge of retail systems, Excel and Word
* Full clean driving licence and own or reliable transport
* Ideally live within reasonable commuting distance to the Estate

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