

**GOODWOOD**

**The Role**

**The Retail Operations Manager** will be part of **Retail team** reporting to the **Retail General** **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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| 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 budgeted revenues. Your responsibilities include the operational planning, management and setup of all retail stores and pop ups for the Goodwood event season. Recruitment and training of permanent and temporary resourcing and the day-to-day management of running a retail operation.

**Key responsibilities**

**Manage Goodwood’s retail operations:**

* Deliver the budgeted revenue targets for retail whilst managing costs to achieve budgeted margins.
* Lead, inspire and develop the team, both permanent and temporary.
* Responsible for regular stock-taking across the multiple locations and that movement of stock is accurately recorded. Working closely with finance to ensure that stock take results are completed in a timely manner.
* Manage and support the Retail Stock Controller to pack and distribute all on-line orders ensuring daily shipment of internet orders and the appropriate paperwork and filing is completed and always ensuring they are GDPR compliant.
* Effectively plan and implement the set-up of key stores at major events, including temporary staff recruitment, movement and storage of stock enabling all stores to be complete at least 48 hours in advance of opening.
* Management of all sales reconciliations with tills, cash, floats etc, ensuring finance receive these in an accurate and timely manner.
* Ensure all IT is installed and tested for major events.
* Work closely with the visual merchandiser to ensure that all retail areas are consistently maintained and representative of the brand.
* Develop and manage all retail event CPA’s ensuring you are increasing the brand exposure.
* Liaise with all internal and external partners on the planning and organisation of event retail stores.
* Capture and record all learnings and improvements for each event.
* To lead by example excellent Customer Service and mentor others.
* Undertake any other duties, in accordance with the responsibilities for this role.

**Qualities you will possess**

* Highly organised
* Passionate about retail
* Commercially minded
* Ability to juggle multiple priorities
* Positive and friendly with a “can do attitude”
* Team Player, with a sense of fun
* Excellent Attention to detail
* Proactive Thinker
* Self-Starter, ability to work on own initiative
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* Enjoys solving problems

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

* Excellent customer service skills, with a focus on going over and above for clients
* A minimum of 5 years retail experience in a busy environment, preferably with a premium apparel brand
* Experience of managing large and flexible retail teams
* Good working knowledge of retail systems, Excel and Word
* Good knowledge of Shopify as well as multiple operational functions and principles, including finance, customer service and employee management
* Experience of working in a fast-paced environment
* Full clean driving licence and own reliable transport
* Live within reasonable commuting distance to the Estate