

**GOODWOOD**

**The Role**

**The Retail Operations Supervisor** will be part of **Retail team** reporting to the **Retail 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 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**

Support the Retail Operations Manager in driving Goodwood retail operations through the Estate’s on-site retail outlets, maximising sales opportunities to deliver in line with retail budget. Support the organisation of planning and setup of all retail stores and pop ups for the Goodwood events.

You will be part of a hardworking and vibrant team who are passionate about retail and growing the business at Goodwood. You will have responsibility for the operations of the retail department and are the point of contact for customers who come to visit the outlets.

**Key responsibilities**

To offer excellent customer service and support selling of Goodwood Merchandise through the Estate’s retail outlets and summer events.

**Support Goodwood’s retail operations:**

* Ensure a high luxury level of brand presentation across all retail stores and displays, at all times
* Support to all retail event CPA’s
* Support the recruitment and training of all retail event staff
* Support the timely set-up and breakdown of all retail event stores, including till, cashing up, floats and reports.
* Ordering of staff build/break and event wristbands, breakfast vouchers, lunches etc for event
* Ordering of the buggy
* Working with Event Operations/Falcon for timelines and build of event structures
* Support after event post-mortem and 360 business reporting.
* Support the stock-taking processes and movement of stock notifying the Retail Operations Manager of any slow-moving stock or low stock levels
* Support the Warehouse Operative to pack and distribute all on-line orders ensuring daily shipment of internet orders and the appropriate paperwork and filing is completed.
* 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**

* 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?**

* Excellent customer service skills
* Retail experience to Supervisor level in a busy environment, preferably with an apparel brand
* Supervised 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
* Ability to react within a complex and growing operational environment