

**GOODWOOD**

**The Role**

The **Retail Sales Assistant** will be part of the Retail department and report to the 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**

Working as part of the retail team you, you will be responsible for the day to day running of the retail shop dealing with customer orders, returns and keeping systems up to date. You will provide excellent customer service, actively engaged in the sale of product and supporting the achievement of sales targets. You will also be involved in the running of Goodwood events throughout the season.

**Key responsibilities**

* Support the running of Goodwood’s onsite and on-line retail outlets to include:
* Managing start-up and end-of-day analysis to include cashing up, floats and till usage
* To strive to deliver the best shopping experience for our customers both face to face and on the telephone.
* Actively engaged in supporting the retail business to achieve its sales targets
* Managing returns and customer queries ensuring all customers have a great retail experience
* Ensure all merchandise is stored appropriately and kept secure
* Supporting stock-taking processes and movement of stock
* Updating the stock system daily to reflect movements
* Working with the retail operations manager to ensure systems are kept fully up to date
* Receiving and displaying merchandise, ensuring a high standard of presentation at all times
* Support the E-Commerce Manager when required
* Undertake any other duties, in accordance with the responsibilities for this role

**Qualities you will possess**

* Commercially minded
* Excellent attention to detail
* Good communicator
* Enjoys working with people
* Proactive and uses their own initiative
* Ability to prioritise and organise
* Take responsibility for yourself
* Has a sense of fun
* Happy to work alone and as part of a team
* Takes pride in themselves and their work

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

* Proven relevant retail experience in an apparel business
* Excellent customer service and organisational skills
* Stock presentation skills, to the highest standard
* Good IT Skills, knowledge of 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 | 2 |
| Communication & Trust | 1 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 1 |