

**GOODWOOD**

**The Role**

The **Sales and Stock Support Advisor** will be a part of Goodwood Retail team reporting into the Retail Brand 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**

* To be the main point of contact for any stock related query for Goodwood Retail.
* To ensure the stock holding is well organised, physically and on the system.
* To conduct and report on regular stock taking detailing out any lines of concern, including weekly spot checks on selected products.
* To own stock and display equipment maintenance from delivery to sale.
* To support the operation of dispatching goods sold online and sales in the retail store.

**Key responsibilities**

* To have overall responsibility for the Retail stock by checking in new stock, highlighting any discrepancies, updating orders accepted on the system and moving required stock to various locations, to enhance sales and ensuring that the stock value is accurate.
* Take a proactive approach to communicating when stock and display equipment is in a poor state when and advise on the best way to dispose of this stock.
* To support the Retail Brand Manager in a professional and efficient manner.
* To design and document processes to ensure that the stock is well maintained, can be checked-in in a safe and timely manner and that all items can be found in a clear way.
* To own the responsibility of printing and correctly barcoding all products on check in before storage or merchandising.
* To support the online dispatch operation.
* Work in close collaboration with the Retail Administrator on all Goodwood stock related queries and movement.
* To advise the Retail Brand Manager and Digital Merchandiser on stock related issues including new product delivery and stock levels.
* To take a proactive role in the delivery of the iconic Goodwood events through efficient stock movement and appropriate set up volumes.
* In collaboration with the Retail Administrator design, document and install a stock checking process that covers all key lines during the course of the year.
* Fully support the set-up and Retail team activity of all Goodwood event shops and Pop Ups.
* To be able to deal with phone and in store customers in a polite, professional and positive manner.
* Take a pro-active approach to supporting the Retail sales function for both online orders and shop sales.

**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?**

* Strong Retail experience including stock taking
* Ability to use and administrate relevant retail and IT systems
* Excellent customer experience skills
* Understanding of dispatch operations and how to make this as efficient as possible
* Process orientated with a superb attention to detail
* Ability to work in a close-knit team

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 | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |