

**GOODWOOD**

**The Role**

**The Senior Dispatch Executive** will be part of **the Customer Service department** reporting to the **Ticketing 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**

|  |  |  |  |
| --- | --- | --- | --- |
| 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**

Reporting to the Ticketing Operations Manager, the Senior Dispatch Executive will work alongside and support the Dispatch Executives on a daily basis to ensure the timely fulfilment and dispatch of all tickets and collateral to our internal and external customers. Acting as the first point of contact for all departments by regularly answering the Dispatch telephone and day-to-day email enquiries; the Senior Dispatch Executive will also provide regular training documentation for the team and assist in the training induction of new recruits to the department. During peak times you will be expected to fulfil and dispatch tickets and to support with administrative duties on event.

**Key responsibilities**

* To package and send out ticket orders, both internally and externally with a high attention to detail
* To be responsible for the Dispatch office telephone and email inbox, to ensure all enquiries are dealt with in a timely manner
* Regularly update and circulate training one-pagers to the Dispatch Team and regularly inform Execs of any ticketing updates or changes to processes
* To update the Skills Matrix on a regular basis
* To cover front desk in the event of no Customer Sales support, and ensure all customer requests are dealt with professionally and efficiently
* To manage the on-going Quality Control process on a weekly basis and update the quality control scorecard
* Regular floor-walking during busy times to ensure the Dispatch Team are supported and answer any queries they may have about the dispatch process
* To report Talent related issues and provide Talent updates
* To assist The Senior Ticket Operations Co-ordinator with on-event ticket collections
* To regularly re-stock ticket drawers with items of collateral and update The Senior Ticket Operations Co-ordinator when stock becomes low
* To cover front desk in the event of no Customer Sales support, and ensure all customer requests are dealt with professionally and efficiently

**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 customer service attitude
* Take responsibility for yourself
* Excellent communicator
* A team ethic
* Ability to work under pressure
* A sense of fun!

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

* High attention to detail
* Excellent communication skills
* Strong organisational and administrative skills
* Microsoft Office Skills (specifically Word, Excel and PowerPoint)

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

|  |  |
| --- | --- |
| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |