

**GOODWOOD**

**The Role**

The **Senior Ticket Operations Coordinator** will be part of the Customer Service team and report to the Customer Service and Fulfilment Manager.

**About us**

Goodwood is a quintessentially English estate, set in 12,000 acres of rolling West Sussex countryside. Rooted in our heritage, we deliver extraordinary and engaging experiences in modern and authentic ways. But what really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes Goodwood the unique place it is.

**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 Goodwood to be **‘the home of exceptional experiences’**.

**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**

To provide operational and administrative support to the Ticketing Operations Team. To work alongside the team of Dispatch Executives to ensure that the administrative tools are in place to deliver high quality and timely fulfilment and dispatch of all tickets and collateral to our internal and external customers. The Senior Dispatch Operations Executive will act as the point of contact for all Stakeholders in the absence of the Customer Services and Fulfilment Manager for day to day queries and ensure the productivity of the team and effective workflow management.

During peak times you will be expected to fulfil and dispatch tickets and to support with administrative duties on Event.

**Key responsibilities**

* To agree dispatch workflow priorities with Customer Services and Fulfilment Manager and communicate to team
* To update Customer Services and Fulfilment Manager periodically throughout the day on performance to daily targets
* To own and manage the Stock Control system
* To own the continuous improvement process on behalf of the Customer Services and Fulfilment Manager
* To act as key point of contact for Stakeholders and Suppliers on day to day queries and issues
* To ensure all levels of stock are maintained at the required levels and that stock is stored in an organised manner
* To administer published team rosters ensuring any amendments are updated and in line with company policy
* To capture daily information and keep accurate records on roster adherence
* Provide administration and keep accurate and timely records for the recruitment and induction of new team members
* To accurately update and publish the daily, weekly and monthly dispatch reports
* To be responsible for the Dispatch office telephone and email and ensure that all enquiries are dealt with in a timely and effective manner
* To cover front desk and ensure all customer requests are dealt with professionally and acted upon within a timely, efficient manner
* To package and send out all ticket orders, internally and externally with a high level of attention to detail
* To perform audit tasks to ensure our high level quality standards are being adhered to by all members of the team
* To deliver against departmental service levels and targets as defined by your line manager such as turn around times, quality control and number of packages fulfilled per hour
* On Event ticket collections

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Strong attention to detail
* Ability to prioritise and organise
* Proactive customer service attitude
* Take responsibility for yourself
* Highly literate and numerate
* A team ethic
* Ability to work under pressure

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

* Administrative experience within a target driven and fast paced environment
* High attention to detail
* Excellent communication skills
* Strong organisational skills
* Advanced Microsoft Office skills (specifically Word, Excel and PowerPoint