

**GOODWOOD**

**The Role**

The Repairs and Maintenance Service Desk Supervisor will be part of the Repairs & Maintenance Department and report to the Repairs and Maintenance Operations Manager with a dotted line to the Repairs & Maintenance General Manager and Office 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 case manage the reactive and preventative maintenance across the Estate in addition to regular scheduled tasks such as skip removal and delivery, arranging cleaning of facilities, raising POs as required, managing the on-site fuel pump and any ad hoc duties that may arise to cover periods of absence.

**Key responsibilities**

* Providing first class customer service to all business areas across the Estate.
* Ensuring reactive and preventative maintenance tasks are logged on the CAFM system and dealt with accordingly and in a timely manner in accordance with KPI’s. This will include keeping the customer updated and providing advice even when the Repairs and Maintenance Team are unable to assist with the issue directly
* Follow up with the customer on completion of works to establish customer satisfaction and any improvements required
* Obtaining cost codes from the customer where work cannot be fulfilled by the in-house team and has to be outsourced to external contractors
* In periods of absence and availability permitting, cover the Office Manager’s duties, where possible and agreed with your Line Manager.
* Raising PO’s for the Repairs and Maintenance Team as required, accepting deliveries and updating the relevant team members
* Rota and resource management of team members and contractors against maintenance priorities
* Arranging the delivery and removal of skips as necessary
* Organising cleaning of Repairs and Maintenance facilities
* Manage the fuel pump maintenance and refills

**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?**

* Proven track record in exemplary customer service
* Good understanding of CRM systems
* Strong eye for detail
* Financial awareness of budgets
* Ability to understand business needs and prioritise accordingly
* Manage own varied workload

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 |  |
| Communication & Trust |  |
| Taking Personal Responsibility |  |
| Encouraging Excellence & Commercial Success |  |
| Working Together |  |