

**GOODWOOD**

**The Role**

The **Social Events Team Assistant** is an integral part of the Executive Team. You will be supervised by the Social Events Senior Planner and report into The Duke of Richmond’s Office.

**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 be inspired by Goodwood’s heritage | Daring to surprise and delight | Striving to do things *even* better | Sharing our infectious enthusiasm |

**Purpose of the role**

You will work as part of the fast-paced Executive Office supporting The Duke of Richmond’s Social Events. The primary focus of this role involves supporting the team with the inviting of The Duke’s personal guests to all his key events, monitoring and responding to replies and ensuring all the guest’s arrangements are in order, before the day i.e. ticketing and parking instructions.

Typical duties will include communicating with The Duke’s guests (by email, phone and face to face), updating CRM, ordering and producing ticket packs and assisting the team with other administrative tasks, in the lead up to the events; including the Members’ Meeting, Goodwoof, Festival of Speed, Revival, Private Track Days and Shoot Days. You will represent The Duke in all interactions with our internal management team and colleagues, external customers and his personal guests.

You will need to be a great administrator, keen to learn, with a passion for detail and comfortable dealing with ever-changing priorities, through active listening, reading and communication.

**Key responsibilities**

**Events**

* Support in the delivery of the invitation process alongside the Social Events Team, to ensure arrangements are made and confirmed to all parties concerned in good time and that all guests have the information they require for their visit.
* Support the ticketing process to ensure all VIP guests receive the correct tickets in a timely manner.
* Support in the coordination of The Duke and Duchesses private guests staying in Goodwood House and The Goodwood Hotel.
* Support the distribution of invitations for evening functions.
* Support the team with hosting on event, as well as various administrative tasks, in the lead up to evening functions
* Liaise with the calligrapher for name badges for the guests for the Old Control Tower (specifically for the Members’ Meeting and Revival).
* Assist in sending invites and support in organising the arrangements for The Duke’s private track and shoot days. Pull together photographs and short biographies of guests, for the management team who attend on the day.

**General Administration**

* Assist in accurately updating CRM with guest information and invitation statuses, at all times.
* Be aware of the other team members workload and assist where required, supporting each other to ensure that deadlines are met and office morale is kept at a high level.
* Maintain up-to-date knowledge and understanding of the organisation and its aims and objectives.

**Relationship Management**

* Proactively liaise with VIP guests, family, suppliers and internal staff members as required to develop positive working relationships with key contacts.
* Act as an ambassador for the Goodwood brand and The Duke, at all times; ensure company values are upheld in relation to both external and internal contacts through appropriate behaviour and performance.
* Undertake any other duties as requested in accordance with the scope and responsibilities of the role.

**Qualities you will possess**

* Ability to work and keep calm under pressure, flexibly moving between tasks
* Passion for what you do
* Team player
* Keen to learn and work alongside others in the team
* Positive and friendly with a “can do attitude”
* Polite, welcoming and enthusiastic disposition
* Strong attention to detail
* Flexibility with the quantity of working hours, in and around the events
* Ability to prioritise and organise
* Excellent communicator
* A sense of fun!
* High level of integrity, discretion and dependability with passion for high quality work

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

* Relevant administrative and/or secretarial experience within a busy fast paced environment, with ever changing demands and priorities (desirable but not compulsory)
* Excellent PC skills including the use of Microsoft Office, Outlook, Word and Excel
* Excellent communication skills
* Should be flexible and able to work on weekends, Bank Holidays and evenings in line with the events calendar and The Duke’s private events
* Take responsibility for yourself and your role