

**GOODWOOD**

**The Role**

The role of Ticket Office Sales Executive will be part of the Goodwood Events Ticket Office and report to the Ticket Office Sales 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**

You will handle and convert all inbound telephone and face to face sales enquiries including up selling our additional items that enhance the customer experience, whilst contributing to the achievement of the ticket sales targets.

**Key responsibilities**

* To receive, handle and convert ticket enquires ensuring all customers receive a consistently high standard of service throughout the booking process.
* To inform and proactively upsell additional elements of each event to the customer’s specific needs through gaining an understanding of their requirements and how they can fully enjoy the experience.
* To manage and input all enquires within the guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards.
* To promote the sale of tickets and other event related items at Goodwood Events such as the Sunday Breakfast Clubs.
* To assist the Ticket Office Sales leader in developing the sales culture within the ticket office.
* To monitor the quality of data capture standards and ensure standards are maintained.
* Relevant Ad Hoc duties

**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?**

* Experience of sales/customer service,
* Have excellent communication skills,
* Enjoy working as part of a team
* Flexibility during working hours, especially over our events
* A good knowledge of MS office is preferred but not essential as training will be given

Please note that you must be able to work flexibly. Some evenings and weekends may be required during our busiest times on Event. You may also be required to work up to 40hrs per week.