

**GOODWOOD**

**The Role**

The **Ticketing Fulfilment Supervisor** will work as part of the Dispatch team. They will be a part of the wider Ticket Office and report to the **Dispatch 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 Ticket Operations team; ensuring that ticketing and collateral is in place to meet forecasted volumes.

Responsible for allocating tasks to the team of executives; to meet workflow forecasts and the high quality and timely fulfilment of ticket orders to both customers and internal stakeholders. Support the process by ensuring the team have the tools required to meet their targets.

To be the first point of contact for internal stakeholders and external suppliers, responding to day-to-day dispatch enquires, escalating for support when necessary.

To support the wider Ticket Office team during the events and, during peak times, get stuck in and support the team with fulfilling and dispatching tickets as required.

**Key responsibilities**

* Work with the Dispatch Manager to agree dispatch workflow priorities and communicate to the Dispatch team via a daily briefing;
* Using the ticketing system to print dispatch notes daily to ensure forecasted volumes are met;
* Support the team of executives by answering queries and troubleshooting anomalies where possible;
* Maintain oversight of the dispatch inbox and telephone; ensuring the administrator is responding to internal queries and that all enquiries are dealt with in a timely and effective manner;
* To own and manage the Stock Control system, ensuring all levels of stock are maintained at the required levels;
* Placing orders for collateral, stationery and supplies as required;
* Ensure that tickets, collateral and stationery is stored in an organised manner so the team can quickly pick and dispatch orders;
* Communicate and review forecasted targets and keep the Dispatch Manager informed of any risk. Be able to look ahead and identify mitigation against these risks;
* To act as first point of contact for stakeholders and suppliers;
* Schedule and publish a monthly roster for the zero hours team and ensure accurate timesheets are maintained for payroll purposes;
* Set up and induct new team members and ensure all training documents are up to date;
* To support the review of KPIs; accurately updating and publishing all relevant MI reports;
* By way of an effective training and supportive induction; ensure quality control of selected ticket orders
* Feed into the Dispatch Manager areas where team members would benefit from additional support
* Work on event providing support as required

**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?**

* Demonstrable experience of working within a target driven and fast paced environment;
* An understanding of or experience of stock control;
* Excellent communication skills and proven experience of working effectively with suppliers and internal stakeholders;
* Ability to think ahead and identify mitigation as required;
* Experience of/ or demonstrable understanding of rostering against budgets;
* Advanced Microsoft Office skills (specifically Word, Excel and Access);
* Flexibility in working hours in the lead up to and on-event (this can include longer days and some weekends).