

**GOODWOOD**

**The Role**

The **Ticketing Operations Supervisor** will work in the dispatch office. 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 ticketing operations team; ensuring that ticketing and collateral is in place to meet forecasted volumes.

Allocating work to a 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 to ensure KPIs are met.

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

You will be expected to support the wider Ticket Office team on event and during peak times you’ll 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 team via a daily briefing
* Using the ticketing system; print dispatch notes daily to ensure forecasted volumes are met
* Support the dispatch team by answering queries & troubleshooting anomalies
* Maintain oversight of the dispatch in-box and internal telephone; ensuring the admin support 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 & liaising with operations if additional orders required
* Placing orders for collateral, stationery & supplies
* Receive deliveries and accurately maintain records to ensure stock control levels are met
* Ensure that tickets, collateral & stationery is stored in an organised manner so the team can quickly pick & dispatch orders
* Communicate & review forecasted targets & keep the Dispatch Manager informed of any risk. Be able to look ahead & identify mitigation against these risks.
* To act as first point of contact for stakeholders and suppliers.
* Schedule & publish a monthly roster for the zero hours team & ensure accurate timesheets are maintained for payroll purposes
* Set up & induct new team members & ensure all training documents are up to date & relevant
* To support the review of KPIs; accurately updating and publishing all relevant MI reports
* By way of an effective training & supportive induction; ensure quality control of selected ticket orders
* Feed into the Dispatch Manager areas where a team member 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?**

* Experience of working within a target driven and fast paced environment
* Experience working in a supervisory role; allocating work, supporting learning & providing feedback
* Ability to juggle & prioritise workload whilst responding to immediate staffing needs
* An understanding of, or experience in stock control
* Strong attention to detail and positively driven by administrative tasks
* Proficiency in Microsoft Office, including a working knowledge of Word and Excel. Must have experience creating, formatting, and using formulas & tables in Excel..
* Excellent communication skills & proven examples of working effectively with suppliers and stakeholders
* Ability to think ahead and identify mitigation as required
* Experience of/ or demonstrable understanding of rostering against budgets
* Flexibility in working hours in the lead up to and on-event (this can include longer days and some weekends).