



# GOODWOOD

## The Role

The **Motor Circuit Chief Instructor** will be part of The Motor Circuit Team within the Sports Division and report to the General 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

Always inspired by Goodwood's heritage

### Derring-Do

Daring to surprise and delight

### Obsession for Perfection

Striving to do things *even* better

### Sheer Love of Life

Sharing our infectious enthusiasm

## Purpose of the role

To assist the Motor Circuit Team in the efficient running of the motor circuit and driving experiences. To ensure there is clear and concise communication between the Motor Circuit team and instructors and provide an excellent training programme. Deliver exemplarily customer service to all customers of the Motor Circuit, make decisions in conjunction with the operational and planning teams and support both teams where needed.

## Key responsibilities

- Lead a cohort of freelance Instructors that understand and deliver the Goodwood behaviours and values.
- Assist the 'Duty Track Steward' and Account Manager / Executive with the running of the Motor Circuit from a safety and customer perspective.
- Assisting with product development and delivery of new Motor Circuit products.

- Ensure that any changes in the SOPs are communicated to instructors, and that this is documented.
- Responsible for implementing instructor recruitment process.
- Ensure that all instructors in are appropriately qualified.
- Accountable for all instructors working on each event and the point of contact between Goodwood Motor Circuit and all instructors.
- Managing the Goodwood Association of Racing Drivers School and represent Goodwood Motor Circuit at all ARDS meetings.
- Lead and create a structured annual instructor training programme for all Goodwood Motor Circuit experiences.
- Work alongside MC Operations & Planning teams to create world class events
- Advise and assist planning office when creating bespoke quotes

### 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
- Excellent communicator
- A sense of fun!

### What do you need to be successful?

- Computer literacy with ability to use Microsoft packages
- Planning and organisation skills
- Enthusiastic and self-motivated
- Professional manner, with excellent problem solving skills
- Ability to work as part of a team and independently
- Experience with spreadsheets, reporting and back of office solutions
- Must have access to reliable transport
- Able to work flexibly to meet the needs of the business
- A passion for good service
- Ideally a valid licence applicable for each area worked in (ARDS A Grade , ADI, SDSA)

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

| BEHAVIOUR                                   | LEVEL |
|---|-------|
| Think Customer                              | 3     |
| Communication & Trust                       | 3     |
| Taking Personal Responsibility              | 3     |
| Encouraging Excellence & Commercial Success | 2     |
| Working Together                            | 3     |