



GOODWOOD

The Role

The **Racecourse Receptionist/Administrator** will be part of the Racecourse Operations department and report to the Racecourse Operations 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 provide a complete reception and administration function for Goodwood Racecourse receiving both personal visitors and telephone callers. Also to provide total administration support for all Racecourse departments.

Key responsibilities

- To answer all incoming calls to the Racecourse and establish nature of call, forwarding or responding as necessary.
- To receive all personal visitors to the Racecourse and ensure they are dealt with promptly and efficiently.
- Management of Senior Managers diaries as required.
- Management of the meeting room diary; arranging open, close, set up, cleaning and equipment as required.
- Management of Racecourse company vehicles to include booking process, maintenance, cleaning and associated budgets.
- Responsible for all incoming and outgoing post, to include franking, sorting mail, and maintaining the franking and fax machines and associated budgets.

- Responsible for all general office administration to include managing stationery orders, maintaining office equipment, ensuring that reception areas and communal areas including kitchen are kept clean and tidy.
- Responsible for processing and upload all Racecourse invoices daily, update the budget accordingly, operate the internal and external invoicing process, support the team with reconciliations.
- Administrative support to Membership Team including but not limited to packing and posting GROG mail shots and assisting with renewals at peak times.
- Administrative support to Racecourse Team including but not limited to best turned out, times & order of running distribution, Owners memorabilia preparation, Bookmakers contracts, aerial photography, PA ordering and contractor key distribution.
- Administrative support to the Sport Division as required.
- Administrative support of the Racecourse feedback procedure including daft responses.
- On all race days throughout the season; providing an information point, managing radio collection, staff timesheets, lunch bag and voucher distribution, lost property and any other Race-day duties as required
- Any other duties as may be reasonably requested.

Qualities you will possess

- | | |
|---|--|
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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?

- Excellent interpersonal, listening and communication skills
- Ability to prioritise and organise work
- Ability to prepare correspondence and present information using Microsoft Word and Excel
- Ability to use Microsoft Outlook proficiently
- Ability to work within a small team
- Excellent customer service skills
- Very good telephone manner
- Educated to at least GCSE or equivalent
- Relevant reception and office administration experience
- Customer service including customer facing experience
- Excellent presentation and smart appearance
- Own or reliable transport due to rural location

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

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