



GOODWOOD

The Role

As a **Ticket Office Executive**, you will be part of the Goodwood Customer Sales Team and report to the Customer Trading 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

Working in a busy and fun environment you will handle and convert inbound sales and customer service call. By understanding the customer requirements, you will also upsell and cross sell additional products and services that will enhance the customers experience whilst visiting Goodwood. As part of the Customer Sales team you will be required to support on event dealing with customers face to face in both a sales and customer service capacity.

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.

- To manage and input all enquires within the guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards.
- To accurately update customer records on our ticketing system
- To proactively identify upsell and cross sell opportunities
- Face to face ticket sales and customer services on Event
- To deliver and exceed sales targets and key performance indicators
- Assist the Sales Team Manager in your ongoing personal development to ensure high standards are exceeded
- Relevant Ad Hoc duties that will include, but not limited to:
 - Working on events
 - Dispatch duties
 - Front desk sales and customer service

Qualities you will possess

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| <ul style="list-style-type: none"> • Positive and friendly with a ‘can do’ attitude • A systematic and logical approach to work. • Ability to prioritise and organise • Proactive • Works on initiative • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident • Good negotiation and influencing skills • Excellent communicator • Problem solver • Reliable • Trustworthy • Adaptable to change • Energetic with a sense of fun |
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What do you need to be successful?

- Experience of working to targets in a Sales environment
- Excellent communication skills,
- Enjoy working as part of a team
- Flexible approach to working hours, especially over our events
- Target driven
- Excellent IT skills

Please note that you must be able to work flexibly, shifts operate between Monday and Sunday and some evenings may be required during Event. During our peak Event season March to September you may be required to work up to 40 hours per week.

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

BEHAVIOUR	LEVEL
Think Customer	1
Communication & Trust	1
Taking Personal Responsibility	1
Encouraging Excellence & Commercial Success	1
Working Together	1