

**GOODWOOD**

**The Role**

The **Account Executive** is an integral and valuable part of Partnership Management, within the Commercial Team, Goodwood Events, reporting to a Senior Account 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 Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To work as a key part of the Partnership Management team, proactively supporting the Account Directors, Senior Account Managers and Account Managers in delivering excellent customer service to all Goodwood Partners throughout the year and across the headline events. This role includes compiling the Critical Path and ensuring the Partnership Management team deliver against each element. Tasks include; event planning, invoicing and reconciliation, management of casual staff on event, general administrative duties management of the CRM database, data input to Delphi, as well as communication with both internal and external clients.

**KEY STAKEHOLDERS / INTERFACES:**

Internal: Championing the Partnership Management team internally across the Goodwood Estate. This involves regular contact with Finance, The Duke of Richmond’s Office, Event Operations, Motorsport Content, Sponsorship and Event Sales, Racecourse, Marketing & PR and Entertaining & Hospitality (e.g. House, Hotel and Kennels).

External: Regular contact with Partners’ key finance contacts and Event Planners.

**Key responsibilities**

**Main Duties:**

* Responsible for owning and proactively driving key team documents to support the efficiency and effectiveness of the team year round.
* Working in partnership with the other Account Executive on the team, to support Partnership Management on a daily basis, ensuring all administration is both accurate and conducted in a timely way.
* To administer the Group databases and back office solutions. This will be focused on integration and training to support the CRM (customer relationship management) database system.
* Diary management for team meetings.
* Support on team projects and a ‘champion’ on key projects identified to help improve internal processes.
* To build strong relationship management and integration with other departments across the Goodwood Estate.

**Finance:**

* Work closely with the other Account Executive to support on all aspects of financial administration for Partnership Management.
* Responsible for invoicing clients for their yearly sponsorship fee and event costs and ensuring prompt payment.
* Help update and manage the CRM invoicing system so that client details and costs are logged accurately.

**Event Fulfilment:**

* Provide on event support to Account Directors, Senior Account Managers and Account Managers as required.
* Support Partnership Management during all pre, on and post event fulfilment tasks and customer relationship management.
* To assist with the delivery of Partners’ contracted rights, including; ticketing, branding and Sponsorship assessment management.
* To attend internal event meetings on behalf of the Partnership Management team, where required and distribute the minutes accordingly.

**Qualities you will possess**

* Passion for what you do and the professionalism with which you do it
* 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
* Ability to manage upwards with key internal stakeholders
* A sense of fun!

**What do you need to be successful?**

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| * Computer literacy with ability to use Microsoft and CRM packages as well as create and edit internal support documents
* Strong planning and organisation skills
* Verbal, numerical and analytical ability
* Enthusiastic and self-motivated
* Professional manner
* Ability to work as part of a team
* Ability to work effectively without direct supervision
* Experience with spreadsheets, reporting and back of office solutions
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| * Educated to A level standard or equivalent
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| * Must live within a reasonable commuting distance from Goodwood and have access to reliable transport
* Able to work flexibly to meet the needs of the business
* A passion for good service
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Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 1 |
| Encouraging Excellence & Commercial Success | 1 |
| Working Together | 2 |