

**GOODWOOD**

**The Role**

**The Retail Operations Manager** will be part of **Retail team** reporting to the **Retail Brand** **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**

Manage and drive Goodwood retail operations through the Estate’s on-site retail outlets, maximising sales opportunities to deliver in line with retail budget. Organise and manage the planning and setup of all retail stores and pop ups for the Goodwood events.

**Key responsibilities**

**Manage Goodwood’s retail operations:**

* Manage the Retail Supervisor and Retail Sales & Stock Advisor
* Ensure a high luxury level of brand presentation across all retail stores and displays, at all times
* Develop and manage all retail event CPA’s
* Liaise with all internal and external partners on the planning and organisation of event retail stores.
* Manage the recruitment and training of all retail event staff
* Manage the timely set-up and breakdown of all retail event stores, including till, cashing up, floats and reports.
* Support after event post-mortem and 360 business reporting.
* Manage the stock-taking processes and movement of stock notifying the Retail Brand Manager of any slow-moving stock or low stock levels
* Manage and support the Retail Supervisor to pack and distribute all on-line orders ensuring daily shipment of internet orders and the appropriate paper work and filing is completed.
* To lead by example excellent Customer Service and mentor others.
* Undertake any other duties, in accordance with the responsibilities for this role.

**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
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

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

* Excellent customer service skills
* Retail experience to Area Manager level in a busy environment, preferably with an apparel brand
* Managed large retail teams
* Excellent visual merchandising skills
* Good working knowledge of retail systems, Excel and Word
* Full clean driving licence and own or reliable transport
* Ideally live within reasonable commuting distance to the Estate

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 | 3 |
| Taking Personal Responsibility | 3 |
| Communication and Trust | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |