



GOODWOOD

The Role

The Estate Sales Administrator will be part of Estate Sales Office and report to the Sales & Reservations Manager and Sales & experience 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 the Estate Sales and Planning teams with administrative support and to work as part of the team to deliver against revenue targets and provide outstanding customer service. You will support the teams in delivering exceptional meetings, events and weddings across the Estate.

Key responsibilities

- To provide administrative support to the Estate Sales Office, this includes hotel reservations, estate sales and estate planning
- To support the team with the sending of sales brochures and follow up calls
- To support the event planning team with events while on site
- To support the event planning team with the creation of table plans and place cards
- To support with onsite event hosting and client requests while their events are taking place
- To drive Estate vehicles and help with the transport of guests around the Estate
- To input and communicate internal bookings
- To support the team with competitor calls and visits
- To carry out any other duties as may be reasonably expected

Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Attention to detail and desire to get it right for the guests
- Ability to prioritise and organise
- Excellent communicator
- A sense of fun!

What do you need to be successful?

- Excellent verbal & written communication skills
- Good organisational & administration skills
- Experience in a sales environment is preferred
- Previous experience of multi-tasking in a busy environment;
- An excellent, professional phone manner when dealing with all type of customers.
- Relevant experience of office processes and systems.
- Knowledge of the hospitality industry
- Driving license due to location of different venues on the Estate

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	1
Encouraging Excellence & Commercial Success	1
Working Together	2