GOODWOOD

The Role

The **Product & Systems Executive** will be part of the Product and Systems team and report to the Change and Development Manager.

The Product and Systems team are responsible for ensuring all ticket and experience products are built and maintained in a timely and efficient manner, within our ticketing system (Talent). Providing technical and operational interface between our internal stakeholders, IT and 3rd Party technical suppliers. The team ensures all users across the Goodwood Estate have the technical training to get the best out of the system and also provides first line support for any user issues.

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	Derring-Do	Obsession for Perfection	Sheer Love of Life
Always inspired by Goodwood's heritage	Daring to surprise and delight	Striving to do things *even* better	Sharing our infectious enthusiasm

Purpose of the role

The Product & Systems Executive will set up and maintain products within Talent and be part of the team that provides the technical and operational interface between our stakeholders. You will provide stakeholders with the technical capability to get the best out of the software system ensuring processes are adhered to and provide first line of support for user issues.

Key responsibilities

- Set up and maintain products for a range of events and experiences
- Create discounts and promotional codes for products
- Liaise with internal departments on product requirements, timescales and deadlines
- Act as first line technical support to system users across the Estate

- Raise and monitor cases with 3rd party Ticketing system supplier
- Provide pre-event and on-event support in regard to Access Control
- Assist in planning the annual build and event support timeline
- Identify and recommend continual improvements to the Talent system
- Work closely with Goodwood Digital team in enhancing the ticketing website to ensure an outstanding customer experience when booking tickets and experiences.

Qualities you will posses

- 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?

- Strong IT skills with confidence to familiarise with new systems and the ability to troubleshoot
- An analytical and logical approach
- Great attention to detail
- Ability to communicate effectively with a wide variety of stakeholders
- Skilled in organising and prioritising a busy workload
- Ability to work on own initiative
- Experience with "Talent" is desirable

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