



# GOODWOOD

## The Role

The **Assistant Manager – Meetings & Events** will report directly to the **Meetings & Events 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 support the management of the Meetings & Events department and to ensure that excellent customer experiences are delivered whilst maximising revenue opportunities. To support the Meetings & Events Manager to lead and inspire the team and create great relationships between the Front of House and Back of House operations and the wider Hotel teams.

## Key responsibilities

- Assist the M&E Manager with the daily operations of the M&E department and to lead the team in their absence, to include assisting with team meetings and team training (including casual workers), spot checking the cleanliness of the department and ensuring appropriate standards (including hygiene & uniforms);
- To undertake relevant duties including processing invoices, completing weekly beverage orders, receiving and converting enquiries to achieve targets and maximise revenue;
- To attend departmental meetings as and when required to ensure any issues are resolved and all details of events are covered;

- Ensure the complete administration and execution of all planned events, managing event schedules to maximise yield;
- To execute and encourage upselling opportunities as and when appropriate;
- To run and assist with running large events (such as weddings);
- To manage the events diary and keep it updated of any amendments and/or cancellations;
- When required, to arrange and conduct show rounds of the Hotel.
- Assist in creating and plan areas of focus for all staff members for the future to achieve goals and progress in their personal performance. Assist performance review interviews
- Send out shifts, create a weekly rota and send out to staff ensuring costs are not over budget and staffing levels are met to give the customer the best possible service
- Assist with driving best companies forward for the department.

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> <li>• High level of IT' skills</li> </ul> | <ul style="list-style-type: none"> <li>• Good listening skills and ability to anticipate customer needs</li> <li>• Copes well under pressure</li> <li>• Confident to make decisions and to stand by them</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- Own or reliable transport is an essential requirement;
- A genuine passion for working in the hospitality industry and providing great customer experiences

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	1
Working Together	2