



GOODWOOD

The Role

The Sales Team Leader will lead the Estate Sales Team and report to the Sales & Revenue 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 ensure the efficient and smooth running of the Estate Sales team on a day to day basis. It is key to ensure that the Estate Sales team are in a motivating environment whilst continuously working to strengthen and build the business by leading the team with a passion to deliver exceptional results and exceed targets.

Key responsibilities

- Through a pro-active sales approach drive the team to deliver set targets and achieve budgets across the venues, this will include working with the Sales & Revenue Manager to put together the annual critical path plan
- Work collaboratively with the Sales & Revenue Manager to ensure that selling strategies are in place and kept updated in line with the business needs
- To identify revenue risks to the Sales & Revenue Manager and work together to create action plans to negate shortfalls
- To assist in driving the overall Estate sales plans, strategies and ad hoc Estate initiatives
- Through the development of the Sales team, ensure consistent and professional sales practices to ensure all guests receive a consistently high standard of service throughout the booking process, this will include providing feedback from test calls and working on action plans where needed to improve the test call scores
- To develop and foster a sales culture environment which identifies opportunities to maximize sales
- To ensure all enquires are inputted within the sales guidelines, adhering to company standards, working practices, system conventions and enquiry handling standards. This will include daily and weekly checks of transaction reports to ensure that revenue is inputted correctly
- To regularly monitor the Venues diaries to ensure they are being managed effectively to maximize revenues and opportunities across the Estate
- To deal with VIP enquiries and proposals and deliver these in a creative and timely fashion
- To have a full understanding of Goodwood and what it offers to pro-actively cross sell all aspects of the Estate to maximise sales opportunities
- To gain knowledge on competitors and implement and disseminate learning to ensure the Estate retains sustainable competitive advantage both in terms of product and service
- To review and report on the lost business on a monthly basis, highlighting any new competitors or changes in competitors
- Responsible for the learning and development of all direct reports including setting clear goals and objectives and conducting regular performance reviews and ensuring all personnel files are kept up to date
- Responsible for all rebook call days including supporting the Business Development Team where required
- Responsible for weekly reporting of the transaction reports for all venues
- To review the sales proposals each year ensuring they are in line with the selling strategy
- To manage relationships with the key stakeholders of each business across the Estate

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
- Strategic thinker
- Commercially astute
- Take responsibility for yourself
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- Ability to work under pressure
- A sense of fun!

What do you need to be successful?

- Knowledge of the hospitality industry
- Excellent Verbal & written communication skills
- Good Organisational & administration skills
- Experience in a sales environment
- Attention to detail

- Can work in a team and use own initiative
- Be organised, enthusiastic and self motivated
- Knowledge of Delphi is desirable along with experience in call handling and diary management

Each role is assigned a level against our expected behaviour. Your role levels are set out below.

BEHAVIOUR	LEVEL
Think Customer	3
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	3
Working Together	2