



# GOODWOOD

## The Role

The **Motor Circuit Account Executive** will be part of the Motor Circuit team and report to the Motor Circuit Account 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 Motor Circuit's comprehensive range of Motor Circuit products are delivered to an outstanding level to all customers. This will involve actively monitoring and, in some cases, managing the entire customer journey from initial enquiry, the event itself, and to retrieving and analysing post-event feedback.

### Key responsibilities

- Plan and execute all Motor Circuit events (corporate and retail), ensuring customer satisfaction and commercial success
- Ensure all events are executed at the highest standard
- To ensure all inbound enquiries are dealt with in a professional and timely manner and adhere to diary management principles to maximize yield for the Circuit.
- Ensure all enquiries are efficiently followed up to ensure that the conversion of business is optimized
- Work closely with the Marketing team to ensure consistent messaging on and off event
- Work closely with the team to ensure all cars, instructors and courses are prepared for the events
- To ensure all needs of any key partners are met on event, including but not limited to data collection and brand exposure.
- To monitor and manage customer numbers on events, in order to constantly adapt the number of events put on by the Motor Circuit
- To ensure 'on-event' and 'on-site' sales are maximised
- To support the Account Manager and General Manager in effective business planning, budgeting and forecasting through strong data analysis and market intelligence.
- Ensure the budget for the Motor Circuit is monitored closely and actively managed
- To ensure a robust post-event feedback process is established and utilised
- Ongoing research and analysis of product, price, margin and occupancy of Motor Circuit and competitors
- Work closely with other Account Executives to ensure a 'one-team' atmosphere is maintained and all events are planned and delivered to a high standard

### Qualities you will possess

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a "can do attitude"</li> <li>• Passion for customer service</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> </ul> | <ul style="list-style-type: none"> <li>• Take responsibility for yourself</li> <li>• Confident to make decisions and to stand by them</li> <li>• Ability to communicate with all levels of the Company</li> <li>• A great communicator</li> <li>• A sense of fun!</li> </ul> |
|---|--|

### What do you need to be successful?

- Proven experience in event planning or sales environment
- Excellent administrative and organisation skills with the ability to juggle a busy workload with conflicting priorities
- Excellent customer experience skills and experience
- Great attention to detail
- Good organisational & administration skills
- Have a good commercial awareness

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