



GOODWOOD

The Role

The **Revival Operations Manager** will help lead the Event Planning Team and report to the Revival General 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

Responsible for the operational delivery of the event infrastructure, along with bringing together larger projects, as assigned by Revival General Manager, with all the associated operational and logistical planning from outset to completion, by effecting proactive administration of the planning team, broadening exposure to our customers, and the procurement of infrastructure through the maintenance of excellent supplier relations.

To use the role to learn and apply skills crucial to progression to Goodwood senior management roles. To support the General Manager with the engagement of sustainable and profitable growth across the Revival and to create a positive people culture to assist with the delivery and vision of “One Goodwood.”

Key responsibilities

- To oversee the installation of all event infrastructure, ensuring timings and installations are in accordance with the event build schedule;
- To keep the flow of communications around the event and developments clear and current among all stakeholders;
- Day to day management of the Event Planners, with regular 121s;
- Responsible for the Revival Operations budget, allocating spend, and finding cost efficiencies;
- To ensure that attention to detail and timely customer service is at the heart of event delivery;
- To ensure all purchase orders, invoices and re-charges are handled and settled in line with the planning timelines;
- Find creative solutions to help improve customer experience and increase event income;
- To proactively seek and act upon customer feedback to ensure events continually improve;
- Bring together the supporting planning teams from across the wider business to resolve conflicts early in the planning phase;
- Ensure all event requirements are understood and communicated to allow forward planning, sensible purchasing and to facilitate the delivery to a critical path;
- To support, administer and ensure smooth delivery of the events on time and to budget via weekly forecasting and critical path administration;
- To gain a working knowledge of the event delivery and cross-seeding Goodwood event best practice to ensure best in class operational delivery;
- To ensure that the event is prepared on the ground and made ready no later than 24 hours prior to gates opening;
- To support the business in delivering the events to the ISO20121 sustainability standard;
- To lead and deliver projects as assigned by the General Manager and Motorsport MD.

Qualities you will possess

- Passion for what you do
- Positive and friendly with a “can do attitude”
- Exceptional attention to detail
- Ability to prioritise and organise
- Proactive
- Take responsibility for yourself and others
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- Exceptional organisational skills
- A leader amongst peers
- A sense of fun!

What do you need to be successful?

- Passionate about motorsport and the period the Revival era sits in;
- To have an excellent eye for design, to understand the importance of bringing ideas to life through storytelling and creating unique experiences through high quality, witty set dressing;
- Working knowledge of event best practise standards;
- Ability to consistently manage budgeting systems accurately;
- Ability to work both independently and as part of the Motorsport Event team;
- Ability to be flexible and cope with ever changing priorities;
- To have knowledge of MS products (including Word, Excel);
- Knowledge of Health and Safety standards and practices;
- Previous relevant experience of working in senior event planning roles;
- Experience of creative events and set dressing;
- Ability to grow networks internally and externally;
- Broad current event industry knowledge including outdoor events;
- Drive for constant improvement;

- Proactively implements improved ways of working
- Naturally leads project groups
- Proficient CAD user
- Good knowledge of project management software and techniques
- Must have a driving licence

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	3
Encouraging Excellence & Commercial Success	3
Working Together	3