



# GOODWOOD

## The Role

The **Sales Team Coach** will be part of the Customer Sales team and report to the Customer Trading 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

The Sales Team Coach will be responsible for the delivery of offline sales targets; through a team of up to 25 zero hours contracted Sales Consultants.

The successful candidate will be a motivated and collaborative individual that excels in a sales focused environment and can get the best out of others; through proactive data analysis and excellent communications and people skills.

## Key responsibilities

- Support the Customer Trading Manager in delivering initiatives that ensure the team meet and exceed pre-determined sales targets.
- Help and Support with the recruitment of new staff in a timely manner, ensuring all seasonal demands are met.
- Deliver Quality Control Audits and monitor calls for sales development purposes, using the appropriate methods and motivation to increase customer experience and quality sales.
- Work with the Customer Trading Manager to define performance enhancing plans for the Sales Team and execute accordingly.
- Manage and communicate sales performance and ensure plans are in place to maximise high performance and address under performance.

- Work with the Customer Trading Manager to generate ideas for sales incentives and motivational initiatives
- Review impact of incentives and adjust as necessary, keeping communication up to date and relevant.
- Champion a culture of high performance and exceptional customer experience
- Ensure correct usage of Talent and other sales applications.
- Ensure all compliance and customer experience standards are met through effective training techniques and call monitoring.
- Analyse and identify development need areas and implement solutions

<b>Qualities you will possess</b>
-----------------------------------

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Target driven</li> <li>• Excellent communicator</li> <li>• Attention to detail</li> <li>• Collaborative and open to new ideas</li> <li>• Ability to be flexible and respond proactively to business challenges</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• A sense of fun!</li> </ul> |
|--|--|

<b>What do you need to be successful?</b>
---

- Excellent motivation skills and an ability to engage all team members to reach the team goals
- Excellent people management skills
- Excellent planning and organisational skills
- Creative and innovative approach
- Strong numerical skills
- Excellent negotiation and influencing skills
- Proficient in Microsoft Office

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

<b>BEHAVIOUR</b>	<b>LEVEL</b>
Think Customer	2
Communication & Trust	2
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	2
Working Together	2