



# GOODWOOD

## The Role

The **Event Planner** will be part of the Customer Sales team and report to the Development & Planning 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 Ticket Office Event Planner will be responsible for the delivery of Ticket Office Control planning and execution for all Motorsport and Horseracing events throughout the year. Out of season you will work with the wider team supporting the build of product on Talent and the Customer Sales recruitment and induction process.

The successful candidate will be a motivated and collaborative individual that excels in a fast-paced environment.

## Key responsibilities

### Event Planning

- Work with the Development & Planning Manager to review and update all actions taken for the previous year's event.
- Ensure all tasks are recorded, updated and completed in Wrike within the agreed timelines
- Liaise with the relevant event planners to ensure the correct equipment is ordered on time
- Create, update and collate all required documentation, including but not limited to; event information bibles, admission guides, schedules and wall guides

- Audit all equipment and complete set up of the equipment ready for the event
- Complete set up, snagging and testing of operational areas such as pay-lanes and collection cabins.

### **On Event**

- Where required, conduct morning briefings for the casual teams prior to gates open
- Ensure that the daily checklists are completed in full and all details accurately recorded as required
- Assist with ticket validity enquiries as required from the gate staff
- Accurately record ticketing anomalies as they are reported for use in the debrief and investigation stages
- Proactively identifying areas of our function to improve and providing both positive and negative feedback
- Conduct debriefs with the casual team members as they stand down, accurately recording the hours worked and signing the time sheets
- Where required assist with morning setup and evening breakdown of equipment
- Where required assist with on-site troubleshooting

### **Post Event**

- Clear out all operational areas of equipment and documents ready to hand the areas back to Event Ops
- Actively participate in post event debriefs with all departments as required
- Reach out to all casual members of the team requesting feedback, log all feedback in Wrike ready for the event debrief
- Investigate all ticket anomalies which occurred during the event, findings to be shared with the relevant teams

### **Post/Pre-Season**

- Support the Product build for Horse Racing and Motorsport Go Lives
- Support the Development & Planning Manager with any ad-hoc project work as required
- Assist in the planning and execution of the Opening Week of Sales event
- Work closely with the Customer Sales Management Team and the Sales Coach on the induction and development projects for new starters
- Maintain experience of the product offerings and the customer needs through regular work in the phone room

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Excellent organisational skills</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> <li>• Creative</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> <li>• Confident to make decisions</li> </ul> |
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<b>What do you need to be successful?</b>
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- Exceptional planning and organisation skills with the ability to prioritise an extensive workload

- Strong administrative skills and proficiency in Microsoft Office Applications
- An ability to communicate effectively with a range of people at all levels, including staff and customers. Able to adapt your style of communication to suit the environment and situation
- A willingness to get involved with the practical and operational side of running each event
- Confident with a desire to be accountable and responsible
- Enthusiastic and with a relentless energy to ensure the delivery of an exceptional customer experience
- Creative and innovative approach

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