



GOODWOOD

The Role

The **Head Receptionist** will be part of the **Kennels Reception** team and will report to the **Assistant Operations Manager – Kennels & Hound Lodge**.

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

Real Thing	Derring-Do	Obsession for Perfection	Sheer Love of Life
Always inspired by Goodwood's heritage	Daring to surprise and delight	Striving to do things <i>even</i> better	Sharing our infectious enthusiasm

Purpose of the role

Responsible for the daily operation of the Kennels Reception department, ensuring that all guests receive a warm, memorable and personalised welcome to the Kennels, setting the scene for their visit. To supervise the team of Receptionists, supporting with training, development and motivation.

Key responsibilities

- To create and deliver an amazing customer experience in line with the Goodwood brand standards, ensuring that the team receive the relevant training and development in order to achieve this consistently;
- To ensure all tasks are completed on each shift and that a full and thorough handover is completed at the end of each shift;
- To lead by example by offering excellent levels of service and professionalism and supporting the team to develop their customer service skills;
- To monitor, set and review objectives in line with the performance review and induction processes;

- To ensure that there is clear, consistent and two-way communication within the team and with other departments;
- Required to complete relevant training on the e-learning system and responsible for ensuring the team complete their training in a timely manner;
- Responsible for the Health & Safety of the department including risk assessments, COSHH and daily checks;
- To establish, build and maintain relationships with all customers and handle complaints, requests and enquiries correctly and in a timely manner;
- To act as an ambassador for the Goodwood brand at all times and ensure the Values are upheld to external and internal contacts through appropriate behaviour and performance;
- To create the rota for the reception team ensuring sufficient cover for events;
- To undertake any other duties as requested by the Assistant Operations Manager, in accordance with the scope and responsibilities of the role.

Qualities you will possess

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| <ul style="list-style-type: none"> • Passion for what you do • Positive and friendly with a “can do attitude” • Attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself | <ul style="list-style-type: none"> • Confident to make decisions and to stand by them • Good negotiation and influencing skills • Excellent communicator • A sense of fun! • Punctual • Flexible |
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What do you need to be successful?

- You need to be a people person with excellent customer service skills;
- Strong administrative experience and a full working knowledge of MS office
- A good standard of education is required, as well as fluency in written and spoken English;
- Previous experience of working in a customer facing role, ideally within the hospitality or leisure industry, would be desirable as would previous experience of supervising a team.

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	1
Encouraging Excellence & Commercial Success	2
Working Together	2