

 **GOODWOOD**

**The Role**

Personal Assistant to the Executive Director- Goodwood House private apartments.

**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 Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

To support one of our Directors in the management of involvement in Goodwood Events, the family, her personal affairs and interests, and general management to support the day to day running of Goodwood private apartments.

**Key responsibilities**

**Events**

* Manage the 60 seater Director’s box during the majority of the racing season for the Directors’ hosting. Guests lists, sending invitations, accurate recording of responses. Liaise with racecourse staff, for Dukes Box security, catering, etc. Table placement. Dispatching entry badges. Overnight house guests organisation and administration.
* For other events liaise with Social Events Manager to be aware of guests invited to private apartments, including arrivals / departures and dietary requirements. Allocate bedrooms rooms. Ensure correct costumes for family for themed events.
* Prepare working ‘live’ agendas at Events for house staff, obtain passes & badges for family, staff, suppliers and guests.
* Keep butler, chef and domestic staff constantly informed of family members and guests in the house
* Active involvement with Duke’s track days and shoots, including overnight house guests, dinners, seating plans and shoot cards.

**General Duties**

* Meet with the Duchess on a regular basis for catch up and diary review
* Support as needed with PA duties, e.g. planning and liaising with external sources / contacts etc.;
* Assist with her involvement with her many charities, including fundraising event management
* Support and the family as required with travel bookings, visa / passport renewal, itineraries and payment of congestions charges.
* Support with ensuring that household staff complete their duties to a high standard.

Liaise closely with Butler and Chef for house guest numbers & staffing etc. to ensure smooth management of the private side apartments during the year.

* Assist with family occasions – social events in London or Goodwood, Christmas arrangements, birthdays. Ensure drivers are booked where necessary.
* Help to create a welcoming environment for all guests and visitors to Goodwood private apartments
* Internet ordering
* Liaise with Goodwood departments such as Repairs and Maintenance, Gardens, IT, to diary works on private apartments to best suit the family. Least upheaval.
* Book all necessary staterooms for various events through the year, for use by the family and guests
* Keep physical kitchen diary and yearly planner up to date.

**Care**

* Ensure at all times the needs of the family and the business are supported at the highest level. This is the primary focus.
* Be caring and sensitive to the needs of the Family
* Liaise with Security to keep aware of family movements and keep the Duchess updated on attendance at Directors and Estate meetings

**Qualities you will possess**

* Utmost discretion, confidentiality
* Attention to detail
* Take responsibility for yourself
* Excellent communicator
* Good negotiation and influencing skills
* Ability to prioritise and organise
* Proactive, self motivation & management
* Flexible attitude and approach
* Passion for what you do
* Confident to make decisions and to stand by them
* Positive and friendly with a “can do attitude”
* A sense of fun!

**What do you need to be successful?**

* Previous relevant experience of similar duties
* Excellent organisational skills
* Multitasking abilities
* Excellent guest liaison and hosting skills
* Proven administration experience, excellent written & PC skills including Word & Excel
* Understanding of financial management
* Knowledge of chores necessary to support the running of a household
* Own transport and clean driving licence
* Flexibility to work weekends, Bank Holidays and Evenings, as required for events
* Maintaining excellent relationships with all Goodwood departments

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

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 2 |
| Communication & Trust | 2 |
| Taking Personal Responsibility | 2 |
| Encouraging Excellence & Commercial Success | 2 |
| Working Together | 2 |