



GOODWOOD

The Role

The **Executive Assistant to the Hotel General Manager** will be part of the Goodwood Hotel team and report to the Hotel 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

Supporting the Hotel General Manager is the main priority for this role, by providing administrative duties and co-ordinating general activities with the aim of ensuring the maximum effectiveness of the General Manager and the hotel management team.

Key Responsibilities

- To support in drafting, compiling and distributing any reports or documents for the General Manager as required
- Provide full administrative support with any relevant correspondence from guests as received in any format as required by the General Manager
- Issue agendas, attend hotel meetings as required and take minutes. Agendas and minutes to be issued in a timely manner
- Maintain an effective filing and archive system for the GM's office
- To support any hotel activities and events as required i.e. key Goodwood events
- Maintain up to date knowledge of the hotel business and the wider Goodwood Group
- Assist with any administration for hotel projects allowing the General Manager to concentrate on the day to day business of the hotel

- To update Hotel notice boards and any legal statutory files as held within the hotel, including relevant licences as required for the operation of the hotel
- To observe strict confidentiality at all times
- Provide full diary management to the Hotel General Manager i.e. scheduling and arranging meetings as required and responding to emails as appropriate
- Action any charity requests as required
- Update Goodwood's Wrike project management system in order to monitor complaints and to approve hotel event vouchers as required
- Maintain and update Head of Department holiday spreadsheet for the Hotel General Manager
- Provide administrative support as required on the hotel 'time and attendance' system
- Provide organisational support in planning the hotels involvement for the headline events - Members Meeting, Festival of Speed, Qatar Festival, Revival & other key hotel events such as Christmas and New Year as requested by the Hotel General Manager
- To carry out any other duties as may be reasonably expected

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" • Strong attention to detail • Ability to prioritise and organise • Proactive • Take responsibility for yourself • Confident to make decisions | <ul style="list-style-type: none"> • Good problem solving skills • Integrity and discretion • Self-motivated • Excellent communicator • A sense of fun! |
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What do you need to be successful?

- Proven relevant administration experience in a busy and fast-paced environment
- Excellent interpersonal and communication skills
- Ability to prioritise and organise work
- Confident with a very good telephone manner
- Experience of dealing with multiple stakeholders and managing their expectations
- Ability to use Microsoft Outlook proficiently
- Educated to at least GCSE or equivalent
- Flexibility to be able to work over weekends and evenings especially during Goodwood events
- Own or reliable transport due to rural location

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	2
Encouraging Excellence & Commercial Success	2
Working Together	2