



GOODWOOD

The Role

The **Team Leader** role will be part of The Motor Circuit Catering Team and report to the Motor Circuit Catering Supervisor.

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

To provide support to the Catering Manager & Assistant Manager by supervising the team and ensuring excellent customer experiences. To be the first point of contact for any issues within the team or with the café.

Key responsibilities

- Ensure cash-up for each day is complete and inputted on to the computer
- All areas on opening and closing are clean and tidy
- Proactively engaging in the running of the business
- Make trips to the Finance department as and when is required
- Support the Supervisor when necessary
- To train all staff, old & new, to the highest standard and monitor this
- To build and maintain good relationships with all customers and handle complaints, requests and enquiries on food, beverage and service correctly and courteously
- To ensure all staff are adhering to all Food Safety & Health and Safety policies

- To be able to support with planning staffing to maintain service levels whilst controlling costs as and when needed
- To undertake any other duties as requested by the Catering Manager, in accordance with the scope & 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! |
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What do you need to be successful?

- Food hygiene level 1 or level 2
- Flexible and adaptable
- To have experience of supervising staff
- Financial skills
- Experience of training new staff to a high level

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

BEHAVIOUR	LEVEL
Think Customer	2
Communication & Trust	1
Taking Personal Responsibility	2
Encouraging Excellence & Commercial Success	1
Working Together	2