



GOODWOOD

The Role

The **Retail Assistant** will be part of the Retail department and report to the Retail 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

To offer excellent customer service and support the selling of Goodwood merchandise through the Estate's retail outlets and summer events.

Key responsibilities

- Support the running of Goodwood's onsite retail outlets to include:
 - Ensuring all locations are maintained to the highest standard
 - Managing start-up and end-of-day analysis to include cashing up, floats and till usage
 - Receiving and displaying merchandise, ensuring a high standard of presentation at all times
 - Ensure all merchandise is stored appropriately and kept secure
 - Supporting stock-taking processes and movement of stock notifying the Retail Manager of any slow moving stock or low stock levels
- Support the online management of the web and phone orders
- Assist with the coding/ pricing/systems
- Processing and despatching online orders
- To offer impeccable customer service at all times, in the shop and on the telephone
- To strive to deliver the best shopping experience for our customers, while working towards set targets
- Undertake any other duties, in accordance with the responsibilities for this role

Qualities you will possess

- 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
- Confident to make decisions and to stand by them
- Good negotiation and influencing skills
- Excellent communicator
- A sense of fun!

What do you need to be successful?

- Excellent customer service and organisational skills
- Stock presentation skills, to the highest standard
- Good working knowledge of retail systems, Excel and Word
- Proven relevant retail experience in a busy environment, preferably with a luxury brand
- Full clean driving licence and own or reliable transport
- Ideally live within reasonable commuting distance to the Estate

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	1
Encouraging Excellence & Commercial Success	1
Working Together	1