



# GOODWOOD

## The Role

The **Estate Office Administrator** will be part of **Estate Office team** reporting to the **Land Agent** whilst assisting the **Residential Property Manager** and **Property Director**.

## 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 work proactively as an administrator in an efficient, effective and professional manner supporting the Estate Office team and being the professional first touch point for many people when enquiring about various parts of the Estate. This will include working closely with all the departments, facilities and service lines managed directly from the Estate Office as well as, importantly, working effectively with and influencing teams, departments, facilities and service lines elsewhere on the Estate.

## Key responsibilities

- To facilitate the smooth running and upkeep of the Estate Office including all filing and archive management and taking responsibility for all incoming phone calls/enquiries.
- To act as the facilitator for all communications required around the Estate including updating relevant stakeholders on road closures, various event activities and land use.
- To provide full executive assistant support to the Property Director and Land Agent, including occasional copy and regular audio typing, photocopying and preparation of documentation using Microsoft Word, Access, PowerPoint and Excel as required.
- To also provide a comprehensive administration service to the let and in-hand property portfolio including mapping services as required.

- To prepare draft agreements, rent review correspondence, tenancy adjustment notices and other formal or informal documents required by the Land Agent and Residential Property Manager in a timely manner, ensuring accuracy and efficiency.
- To take minutes at meetings, circulate as appropriate, and ensure organisation and accurate filing of meeting notes / minutes.
- To manage the incoming mail, to be filtered, distributed and handled appropriately. This will include the processing of invoices and payment administration.
- To oversee the administration of office systems and processes and drive the review, revision and implementation of best administrative practices.
- To observe at all times strict confidentiality.
- To carry out any other duties as may be reasonably expected

<b>Qualities you will possess</b>
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| <ul style="list-style-type: none"> <li>• Passion for what you do</li> <li>• Positive and friendly with a “can do attitude”</li> <li>• Attention to detail</li> <li>• Ability to prioritise and organise</li> <li>• Proactive</li> <li>• Take responsibility for yourself</li> </ul> | <ul style="list-style-type: none"> <li>• Confident to make decisions and to stand by them</li> <li>• Good negotiation and influencing skills</li> <li>• Excellent communicator</li> <li>• A sense of fun!</li> </ul> |
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<b>What do you need to be successful?</b>
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- Experience of property related environment an advantage.
- Previous experience of multi-tasking in a busy environment;
- Previous experience of working in a large, multi-faceted business;
- An excellent, professional phone manner when dealing with all type of customers.
- Relevant experience of office processes and systems.
- High level of integrity and dependability with a genuine concern and commitment to quality
- Reliable transport due to the location of the Goodwood Estate

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

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