



# GOODWOOD

## The Role

The Aerodrome Duty Crew team fulfil an essential operational support role at the Aerodrome and are key in managing Aviation safety. The Duty Crew are an integral part of the wider operational team, and report through the Senior Aerodrome Fire Officer (SAFO) to the Aviation Operations 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

The Duty Crew team fulfil the vital role of a Rescue and Fire-fighting team (RFF), who train and operate in accordance with Civil Aviation Authority/EASA regulations. A key part of the duties includes the safe manoeuvring and refuelling of aircraft as required. In addition to this, the team carry out numerous general maintenance duties on the Aerodrome site. Team members are key in delivering high quality, face to face customer service to based customers and visitors.

## Key responsibilities

- To maintain competence within role as an Aerodrome Fire fighter in accordance with CAA regulations.
- To carry out daily Fuel Quality Control inspections and dispense fuel in line with company policy.
- To manoeuvre light aircraft to and from the hangers.
- To comply with and enforce airside regulations.
- Provide a first response service for domestic first aid and fire alarm calls

- To assist customers and pilots on request.
- To uphold the highest standards of customer service
- To undertake maintenance on the Aerodrome surface, buildings, lighting systems as required, subject to training and qualification. Duties include but are not limited to grass cutting, maintenance of parking lines, signage and line painting.
- To work as part of the Aerodrome Ground Operations Team during Goodwood Events.

#### 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
- Good negotiation and influencing skills
- Able to deliver quality customer experiences
- Physically fit
- An excellent communicator
- A sense of fun!
- Confident to make decisions and to stand by them

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

- Previous Aerodrome fire fighter training/qualification is desirable
- Experience of working in a safety critical and customer driven environment
- HGV/LGV driving licence is desirable
- Clean UK Driving Licence is essential
- Physically fit and able to meet appropriate fitness standards for RFF duties

Each role at Goodwood is assigned a level against our expected behaviours.

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

**WORKING PATTERN:** Based on a 40-hour week, rostered over 5 days including weekends and Bank Holidays, and meeting an annualised hours requirement of 2080 hours per annum. Requirement to work flexibly outside of these hours is essential, especially around the build up to and during major events on the Aerodrome and/or the wider Estate.