



Job Title: Despatch Executive

Reporting to: Despatch Supervisor

Department: Despatch

Contract Type: Seasonal

Silverstone is home to the British Grand Prix and is an iconic and globally recognised brand with a glorious heritage. Ambitious plans have been agreed for an evolutionary transformation for the venue with numerous other revenue streams coming online – including a purpose-built hotel, event track hire and commercial growth outside of motor sport.

The role will be based within the circuit in modern purpose-built offices which actually overlook the track itself! The business is a fast-paced events and leisure business with a commercial and people-orientated culture.

If you think you have the right skills and attitude and want to join the Silverstone team, please apply today!

Job Description

- Printing, scanning and packing tickets for a variety of meetings. Resolving queries at the point of scanning. Ensuring the order is correct and complete.
- Answering customer emails which could include booking queries, change of address, order tracking.
- Importing and printing order labels using Royal Mail and courier websites. Checking manifests and tracking details.
- Selling tickets, drive experiences and merchandise in the shop.
- Collecting/dropping off to other areas of the business.
- Sorting outgoing post – including franking letters.
- Any other general office duties, including filing and keeping the office clean and tidy.
- Some weekend working will be necessary, time off in lieu to be taken the week following.

Skills and competencies

Good customer service skills – face to face, email and telephone.

Attention to detail.

Proactive and problem solving

Flexible, with a can do attitude.

Able to work in a team environment.

Computer skills including Outlook and Excel.

Responsibilities

Assisting customers in an enthusiastic, timely and knowledgeable manner.

Promoting all aspects of the business, including selling, packing and merchandising.

Assisting in daily office duties.

Training will be given.

To apply for this role, please email your CV and covering letter to recruitment@silverstone.co.uk