



Southwell Racecourse

Position:	Operations Manager
Contract type:	Permanent
Hours of work:	40 hours, based of 5 days out of 7
Responsible to:	Executive Director
Responsible for:	Operations Department Personnel

About the role

The Operations Manager will oversee the smooth and efficient execution of race days and non-racing events, ensuring they are run safely and effectively. They will maintain the site and buildings to a consistently high standard, ensuring proper presentation at all times. Additionally, the Operations Manager will take on Safety Officer duties for most events. Working closely with the Executive Director, they will play a key role in site development initiatives and will lead all aspects of Health and Safety management.

Key responsibilities for the role will include:

- Oversee the company's safety management system, including the LogIT and Expansive FM systems.
- Implement emergency procedures in accordance with the Group Health and Safety policy, ensuring all contingencies are covered for race days, events, and venue hires.
- Prepare the site for event days and take on the role of Safety Officer for the majority of these events.
- Coordinate with statutory authorities and represent the company in regular safety advisory group meetings.
- Monitor, arrange, and review all mandatory and required workplace training.
- Manage race day staff and safety stewards, including recruitment and training, and ensure the third-party security team meets the required standards.
- Review, report, and investigate accidents and incidents to ensure compliance and continuous improvement.
- Assist the Catering Manager in coordinating with race/event day suppliers (such as mobile catering units, trade stands, and children's entertainment), ensuring they have the necessary health and safety documentation and/or environmental health certifications (e.g., food hygiene).
- Develop and maintain plans and procedures for managing pedestrian and vehicle access (ingress and egress) during events.
- Oversee the preparation of the site and buildings for all events, ensuring operational plans are in place and that facilities, including the Golf Club, are clean, well-maintained, and ready for use.
- Ensure there is an ongoing building maintenance program aligned with business needs.
- Maintain a safe and secure site at all times.
- Ensure maintenance contractors meet high standards and continue to improve their attention to detail and care for the estate, providing leadership and support as needed.



- Propose annual targets for key operational areas, supported by evidence of best practices and cost control strategies.
- Collaborate with suppliers to ensure key processes run smoothly and cost-effectively.
- Monitor utilities across the resort, implementing continuous improvement plans, and ensure compliance with the resort's environmental policy.
- Ensure best practices and systems of work are followed, maintaining detailed records of completed tasks.
- Identify and manage capital expenditure projects aimed at improving efficiency, profitability, and the customer experience.
- Control expenditures and foster a culture of long-term savings in procurement costs.
- Represent Southwell Racecourse and Arena Racing Company at all times, leading by example for the entire team.

Qualifications:

- Proven experience in operations management, preferably in a racecourse, venue, or large-scale events environment
- Project Management qualification would be an advantage
- Computer literate
- IOSH Managing Safely
- NVQ Level 3 in Spectator Safety and Control, with Level 4 being an advantage

Experience:

- Minimum 1 year experience in a similar role.
- Racecourse, Sport, Leisure or hotel background would be an advantage.
- High level of interpersonal skills.

Personality:

- Logical approach to tasks
- Personable
- Excellent approach towards time management
- Works well under pressure.
- Customer service focused (internal and external).
- Organised, systematic and process driven.

Key Performance Indicators:

- Completing tasks within deadline as set by Executive Director.
- Maintaining costs within budgeted parameters.
- Customer feedback on effective event delivery
- Maintaining the Health and Safety culture of the Racecourse.
- Achieve consistently high scores in all internal H&S related audits



Other

To comply with all Health and Safety procedures associated with the department at all times. This relates to:

- Standards and procedures of correct working practices
- The completion of risk assessments
- COSHH regulations
- Use of Personal Protective Equipment

To control wastage and operate according to the Companies environment policy

To be an ambassador for ARC and for our site, taking personal responsibility for finding out about our product and services, and at all times striving to represent the Company in the most professional, courteous and efficient manner possible.

Signed by Employee..... Date.....

Signed by Line Manager..... Date.....