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**Royal Windsor Racecourse**

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| Position:  | Staffing Manager |
| Reporting to: | Catering Operations Manager |
| Responsible for: | N/A  |
| Contract type: | Permanent |
| Hours of work: | 40 hours per week (5 of 7 days) |

**About the role:**

Reporting to the Catering Manager, the Staffing Manager will be primarily responsible for ensuring appropriate numbers of trained personnel are booked and allocated to work at race days and other events towards excellent customer experience and return business. Responsibilities will include adherence to related budgets, uniform, food hygiene compliance, training, legislative employment requirements, record keeping and preparing casual payroll for processing.

The remit will encompass all food preparation and service areas across Royal Windsor Racecourses.

**Key responsibilities for the role will include:**

1. Devise and manage an effective system for communicating with casual workers, informing them of employment opportunities and confirming bookings. To ensure this system is accessible and understood by the Catering Manager in your absence.
2. With the support of the HR Team, to be sufficiently familiar with the HR Culture and expectations of the business and associated employment legislation to recruit and manage casual workers appropriately and with equity.
3. With the support of the Catering Team, to be sufficiently familiar with the Company’s Food Safety Policy and associated legislation to ensure staff are deployed, managed and trained appropriately.
4. To prioritise days of work around racedays and larger events, to ensure you are available to complete the following duties:
* to welcome staff and ensure they sign in
* to issue and check uniform, including shoes, nails and other personal presentation specifics
* to ensure any rules or information specific to the day is communicated
* to ensure they make contact with their ‘buddy’ or Area Supervisor and that that individual has sufficient information to conduct an effective operational briefing
* during the event, be available via radio or mobile phone as appropriate, in order to assist with staff related issues promptly
* to conduct regular walk rounds of retail and hospitality areas ensuring staff are productive and sufficiently resourced. To support Casual Supervisors and your colleagues to ensure an operationally successful event.
* to be available as staff leave to ensure that uniform and other Company property is returned and that staff sign out to ensure accurate record keeping for payroll.
1. To ensure a safe working environment at all times.
2. To be fully aware of competitors and industry trends.
3. To continually challenge old methods of working and make suggestions for areas for increased efficiency.
4. To prepare an accurate Excel spreadsheet to be passed on for payroll processing.
5. To maintain files regarding all casual workers within your remit ensuring all information is up to date, relevant and maintain in accordance with the Data Protection Act 1998.
6. To ensure immigration documentation checked and verified prior to new casual workers first shift.
7. To ensure an effective method is devised and employed of communicating with casuals regarding internal matters such as permanent vacancies, benefits available to them etc.
8. Through your professional contact with casual workers maintain the high profile of the organization with the local community.
9. Attend any training courses as requested.
10. Observe, maintain and drive all Health & Safety and Hygiene policies.
11. Maintain good communication between Kitchen and other F & B and non-F & B departments.
12. In liaison with the HR Department to arrange training for staff as appropriate.
13. Allocate daily workload appropriately to staff, maintaining effectiveness and operational control.
14. Any other special duties or work outside the daily and weekly routines, but within the overall scope of the position.

**Key Performance Indicators:**

* Controlling Variable Labour to Budget & providing explanation for deviations
* Driving recruitment / retention of direct casual staff. Reducing overall agency usage
* Maintain service levels to the highest standard, driving positive customer feedback
* Feedback from direct reports and Catering Manager

**Qualifications:**

* Educated to GCSE or equivalent.
* Computer literate.

**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 with regard to:

* product control and waste minimisation
* proper care and maintenance of equipment to prolong its life
* using towels in appropriate quantity to minimise unnecessary laundering
* proper separation and disposal of cardboard, paper and glass in recycling bins
* minimising energy wastage by switching off unused lights, heating, PCs and equipment

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.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.