



Position:	Staffing Manager (Chepstow and Ffos Las)
Reporting to:	Catering Operations Manager & Group Staffing Manager
Contract type:	Full Time
Hours of work:	40 Hours per week, 5 days out of 7

About the role

This role will work with the catering team across Chepstow Racecourse and Ffos Las Racecourse. The main focus of this role is to plan the casual staff journey from the recruitment process to successful preparation of race days alongside EVH event days and the operational running of the staffing element on an event day.

This role is to be based at Chepstow Racecourse with occasional travel to Ffos Las Racecourse.

The role will be responsible for the full planning and will oversee all labour costings whilst maintaining tight budget restrictions at all times.

Work alongside the Catering Operations Manager to work within agreed commercial parameters with primary responsibility for the improvement of labour efficiency through training and team development.

The role will be responsible for a significant level of recruitment to enable us to have, and maintain a large pool of casual workforce.

In addition to this the you will need to uphold professional levels of relationships with external staffing agencies. This role is all about personally leading from the front, setting a great example, demonstrating proactive techniques in the efficient operation of the sites in the region.

Key responsibilities for the role will include

- Plan and oversee all variable labour costing for all areas of catering maintaining budgeted restrictions.
- Assist in the development and implementation of a coherent strategy for all areas of the catering & event business. This is to include the maximisation of the revenue and profitability through growth potential of all the commercial operations consistent with the broader objectives of the Group.
- Minimise staff turnover through positive and inclusive management of the team, encouraging input, managing fairly, celebrating success and encouraging development.
- Build and exceed customer expectations. Match services to customer needs through the development of analysis of customer feedback.
- Ensure that management and audit reports are analysed and that appropriate action is taken to improve performance.
- To constantly seek new opportunities for profitable use of facilities towards increased customer satisfaction and growth.
- Train the catering team in common core skills identified through site Standards Operation Procedures.
- Co-ordinate and deliver all administrative tasks as required for race day and non-race day events.
- To brief staff prior to events and ensure relevant paperwork is completed.
- Ensure that team members are well presented and behave in a professional manner at all times.
- To promote interdepartmental communication and liaison with all areas of the racecourse at all times.
- To meet and greet clients in a professional manner as and when required during events and race days acting as an ambassador.
- Liaise with outside contractors and clients to ensure that they adhere to racecourse policies.
- Ensure that you, other staff and clients work in accordance with the company's health and safety policy.
- Adhere to Company policies and procedures.
- Undertake other reasonable duties in line with business demands.
- Attend careers fairs and continually seeks new recruitment opportunities.



Recruitment and Retention

- Work with the Catering Operations Manager to plan casual staff recruitment for key events and seasonal work.
- Plan and promote recruitment open days.
- Ensure the compliance of the correct interviewing format and maintain the recruitment database.
- Maintain a pool of casual workers through creative recruitment and retention techniques.
- Coordinate work placements within the catering department.
- Work with local schools, colleges and universities to access recruitment pools and promote working at Arena Racing Company.
- Multi-site staffing management.
- Process leavers in accordance with company standards.
- Produce reference requests.

Working with Agency Partners

- Create relationships with local agencies to ensure agency workers utilised for the venue have the required standards and skills.
- To operate a zero-agency dependency on all non raceday events without compromising service or standards.

Training

- To work with the Group Staffing Manager and Catering Operations Manager to maintain and update the training needs analysis for casual catering workers.
- Coordinate the administration of all compliance training.
- With initial guidance from the Group Staffing Manager, lead the induction of casual catering workers.
- Coordinate raceday and event team briefs.

Administration

- Maintain all casual worker personnel files. Ensuring all relevant documents are present, for example; evidence of Right to Work in the UK documents.
- Responsible for maintaining all filing systems relating to casual workers.
- Responsible for contacting casual workers and booking them in for shifts in accordance with business needs in a timely and effective manner.

Uniform

- Order and distribute casual worker uniform including name badges.
- Conduct monthly stock takes.
- Ensure all uniform is laundered to a high standard straight after use.

Financial

- To assist in creating the relevant annual budgets in cooperation with the Catering Operations Manager.
- Introduce and lead cost control measures to manage and minimise expenditure.
- To keep all costs inline with the ARC pay rate guidelines.
- In conjunction with financial management ensure all cash handling procedures are strictly adhered to within the remit.
- With the support of the Catering Operations Manager and Head Chef, oversee the employment and management of permanent and casual staff through cost-efficient rostering and annual appraisals and staffing open days.
- Arrange training for permanent and casual staff as appropriate. Ensuring that all operational employees receive adequate and appropriate training, feedback and performance development to maximise productivity and job satisfaction, encouraging Positive Attitudes.



- To communicate site catering targets and ensure initiatives are put in place to attain and maintain these targets.
- Promote equality and diversity initiatives within all areas of responsibility.
- Monitor and report on income and general expenditure.
- Review purchasing to ensure best value achieved in areas.
- Monitor expenditure on labour and provide variance analysis reports.
- Produce accurate, timely variable labour forecast and actual figures.
- Manage timesheets for payroll submission.
- Ensure purchase orders are raised and logged accurately for agency labour.
- Liaise with finance over casual staff pay enquires.
- To produce timesheets for the agencies.

Other Responsibilities

- Lead by example, making an effective contribution to the department by timely & appropriate communication, able decision making and relevant deployment of resources.
- Drive cultural change and precise operational delivery improvement.
- Promote equality and diversity initiatives within all areas of responsibility.
- To accept key holder responsibilities as required.
- Ensure information regarding catering services available to customers is accessible and communicated effectively to all casual and permanent staff across the site to ensure customer queries can be answered.
- To ensure the accuracy of all information and respect its confidentiality.
- Maintain high standards of customer care, both to internal and external customers and be aware of action plans for each.
- To be a valued member of the team helping and advising colleagues where required, promoting the image of the Racecourse and that of the company at all times through a positive approach.
- Be familiar with all emergency procedures and act positively both in the event of an emergency and to prevent one.
- To remember and remind others that we are all sales people and to be proactive wherever possible to generate enquiries and sales leads for future business.
- To produce race day planners.

Key Performance Indicators:

- Completing tasks within deadline as set by Line Manager.
- Effective undertaking of key duties. Financial success of all departments.
- Direct staff recruitment.
- Staff retention.

Hours of Work:

In line with contracted hours as determined by the needs of the business, however the business may require additional working hours covering evenings and weekends within any given week that will be managed by a process of time of in lieu as agreed with your line manager.

Qualifications:

- GCSE Grade C (equivalent) or above in Maths and English.
- Computer literate
- Knowledge of AESOP (Desirable)

Essential Skills & Experience:

- Minimum of 3 years relevant experience in a leisure, sporting or event-based business.
- Experience maintaining costs within budgeted parameters and labour forecasting.
- High level of proven team development, training, recruitment, and retention of staff.



- To be able to implement a labour strategy that will reduce the use of third-party suppliers and maintain cost to a minimum.
- High level of interpersonal skills.
- Evidence of monitoring and maintaining company legislative requirements for worker engagement.
- Business and strategic planning experience.
- Strong IT and business systems literacy skills.
- Excellent communicator.
- Works well under pressure.
- Customer service focused (internal and external).
- Organised, systematic and process driven. Strong leadership skills and excellent decision-making skills.
- High level of commercial, analytical, reasoning, planning, project management and organisational skills.
- High level of interpersonal and coaching skills
- Full & clean UK driving licence

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.