



<b>Position:</b>	Operations Manager
<b>Reporting to:</b>	General Manager
<b>Responsible for:</b>	Business Coordinator, Operations and Maintenance Assistant & Catering Manager
<b>Contract type:</b>	Full Time
<b>Hours of work:</b>	40 hours per week 5 out of 7 days

### **About the role**

Reporting to the General Manager the main responsibilities of the Operations Manager will be to provide Operational Support for all Raceday and Non Raceday events that take place at the Racecourse, ensuring they run efficiently and safely. This includes comprehensive race day pre-planning, coordination with commercial departments, and the deployment of operational resources within agreed race day budgets.

Responsible for the effective pre-planning and delivery of non-racing events through the catering and events teams, ensuring client expectations are met. This also involves overseeing third-party activities on site to ensure they are conducted safely and in accordance with current event industry guidance.

The Operations Manager will lead all Health and Safety matters, ensuring operational teams are properly trained and kept up to date with relevant legislation and venue regulations. When facilitating third parties on site, the Operations Manager will ensure all activities comply with appropriate safety and operational standards.

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

- Maintain and oversee the company's safety management system.
- Implement emergency procedures in line with the Group Health and Safety policy for all scenarios, including race days, events, and venue hire.
- Liaise with statutory authorities, representing the company at regular Safety Advisory Group meetings.
- Monitor, coordinate, and review accredited training, such as fire safety, first aid, and other relevant health and safety programs.
- Manage race day staff and safety stewards, including recruitment, training, and performance monitoring, as well as overseeing standards of third-party security teams.
- Prepare the site for race days, ensuring operational readiness and compliance with safety standards.



- Support Catering Management by liaising with race/event day suppliers including mobile catering units, trade stands, and children's entertainment ensuring they hold appropriate health, safety, and environmental documentation, and arranging their placement on site.
- Create and maintain traffic management plans to ensure safe and efficient arrival and departure from the course, including oversight of all course entrances.
- Oversee site and building preparation for all events, ensuring operational plans are in place and facilities are clean, tidy, and well maintained.
- Manage the ongoing maintenance programme to meet business demands, including waste disposal and recycling. Verify that work by staff or contractors is completed to standard, address deficiencies, and ensure all contractors operate in line with the company's Code of Practice.
- Ensure site security at all times.
- Propose annual operational targets, providing supporting rationale and demonstrating best practice and effective cost control.
- Collaborate with suppliers to ensure key processes run efficiently and cost-effectively.
- Calculate and compare costs for goods and services to achieve maximum value for money.
- Recruit, delegate, and manage staff, monitoring performance, motivating teams, and holding regular briefings.
- Review, report, and investigate accidents and incidents, ensuring corrective actions are implemented.
- Ensure the maintenance function meets high standards, for both internal and subcontracted work.
- Monitor site utilities regularly and implement continuous improvement plans, ensuring compliance with the site's environmental policy.
- Respond to emergencies or urgent issues promptly and appropriately.
- Control operational spend and foster a culture of long-term savings in procurement.

#### **Essential Skills & Experience:**

- Experience managing day-to-day operations for large-scale events or venues (e.g., race days, conferences, or similar).
- Strong planning and organisational skills to ensure operational readiness, site preparation, and efficient resource deployment.
- Experience in budget management and cost control, including procurement and value-for-money analysis.
- Experience in a customer facing role working within tight budget restraints.
- Excellent communication skills to hold briefings, coordinate between departments, and liaise with suppliers or authorities.



- Experience working with and managing multiple teams and services, such as security, maintenance, cleaning, waste disposal and recycling.
- Experience training and supervising staff in Health & Safety procedures.
- Strong problem-solving skills for emergencies, operational issues, and process improvements.
- Attention to detail and commitment to high standards.
- Ability to work under pressure, especially on race days or during live events.
- Strong organisational and multitasking skills.

#### **Key Performance Indicators:**

- Achieve successful completion of qualitative and Health & Safety audits.
- Complete assigned tasks within deadlines as set by the General Manager.
- Maintain operational costs within budgeted parameters.
- Ensure positive customer feedback through effective event delivery.
- Carry out key duties efficiently and to a high standard.

#### **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
- 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.

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



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