



Great Yarmouth Racecourse

Position:	Catering Operations Manager
Reporting to:	General Manager
Responsible for:	Head Chef, Retail & Events Manager, Staffing Manager
Contract type:	Permanent
Hours of work:	40 Hours – 5 out of 7 days

About the role:

This role holds responsibility for catering operations at Great Yarmouth Racecourse, encompassing both in-house delivery and third-party concessions, as well as the effective mobilisation and execution of race days and events.

Working in close partnership with the site General Manager, Regional Catering and Events Manager and the Head of Group Catering and Events, the role will provide on-site leadership across all catering activities and deputise as required, ensuring continuity of delivery and operational excellence.

The position is accountable for driving sustainable growth at site level through the optimisation of revenue opportunities, enhancement of service standards, and the effective integration of catering teams. A strong focus is placed on delivering commercial performance, controlling costs, and maximising opportunities across all catering channels within the venue.

The role provides direct leadership and accountability for all catering staff on site, ensuring alignment to Group standards, consistency of delivery, and the development of a high-performing, engaged team capable of delivering exceptional customer experiences across both racing and non-racing events.

Key responsibilities for the role will include:

- Support the Site General Manager in implementing and delivering the catering strategy across Great Yarmouth Racecourse, ensuring alignment with Group objectives and commercial targets.
- Establish and continuously enhance performance monitoring frameworks, driving improvements in service delivery, food quality, and overall customer experience.
- Lead workforce planning across all race day and non-race day activity, ensuring rotas effectively support event build-up, delivery, and breakdown while maintaining control of labour costs within budget.
- Work in partnership with Sales teams to plan, coordinate, and optimise catering delivery for both racing and non-racing events, ensuring accurate and effective communication of the catering offer.
- Provide leadership for high-volume operations, taking accountability for the successful planning and delivery of key events and client requirements, ensuring a consistent and high-quality experience.



- Oversee and manage variable labour across hospitality, retail, events, and kitchen production, ensuring alignment with financial targets and driving efficiency without compromising service standards.
- Lead the development of direct reports through structured performance and development reviews, ensuring clear objectives, accountability, and continuous progression.
- Support the delivery of a cohesive site catering and events strategy, driving revenue growth and profitability across all commercial operations in line with wider Group objectives.
- Work in partnership with the Site General Manager to develop and implement the site catering planner, ensuring effective and coordinated operational delivery.
- Establish and embed a compelling retail offer at site level, ensuring alignment with Group brand standards while meeting the specific needs of the venue and its customers.
- Collaborate closely with the Head Chef to deliver the site's food and beverage strategy, ensuring quality, consistency, and control of cost of goods.
- Maintain strong financial governance by ensuring all purchasing activity is compliant with agreed controls and budgetary limits across departments.
- Drive cost of sales performance through structured menu planning, standardised product frameworks, and consistent delivery of high-quality food across all catering channels.
- Maximise beverage revenue through effective purchasing, pricing strategies, and robust operational controls.
- Foster strong working relationships across catering teams to ensure effective collaboration and support for key fixtures and events.
- Strengthen communication and alignment between Catering and Sales teams, ensuring a coordinated and commercially effective approach to event planning and delivery.
- Partner with HR to develop and implement a structured catering training plan, focused on enhancing customer service, product knowledge, operational delivery, and team collaboration.
- Foster a positive, inclusive, and high-performing team culture, driving engagement and retention through effective leadership, recognition, and development opportunities.
- Lead site-based recruitment strategies, strengthening direct hiring approaches, reducing reliance on agency labour, and ensuring robust workforce planning across all catering functions.
- Maintain strong commercial awareness, with a clear understanding of the Company's financial performance and the drivers impacting site profitability.
- Ensure management and audit reports are effectively reviewed and translated into actionable plans, driving continuous improvement in operational and financial performance.
- Lead the planning and coordination of catering operations across all events, ensuring a seamless and well-executed delivery across racing and non-racing activity.
- Proactively identify and develop new commercial opportunities to maximise the use of site facilities, enhancing both revenue generation and customer experience.
- Work collaboratively with Marketing to ensure all promotional activity and materials accurately reflect the catering offer and overall customer proposition.



- Oversee the sourcing and management of CCG and light equipment, ensuring appropriate PAR levels are maintained to support seamless operations.
- Support the development of hospitality and events teams by embedding core operational skills aligned to site Standard Operating Procedures.
- Maintain high operational standards through regular site inspections, structured checklists, and consistent follow-up to ensure compliance and continuous improvement.
- Ensure full compliance with allergen regulations, maintaining accurate and up-to-date information across all platforms, including digital tools such as indicator systems and QR code builders.
- Coordinate and oversee all catering-related administrative requirements for both race day and non-race day events, ensuring accuracy, efficiency, and readiness for delivery.

Key Performance Indicators:

- Controlling Variable Labour to Budget & providing explanation for deviations.
- Driving recruitment / retention of direct casual staff. Reducing overall agency usage.
- Managing Site Spend limits.
- Driving Food and Beverage Spend per head across Racing and Non-racing.
- Controlling set Food and Beverage Margins.
- Leading Communication / planning with Sales, On-site Teams and Marketing.
- Maintain service levels to the highest standard.
- Owners and Trainers Experience.

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.

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 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.



Person Specification

Qualifications:

- GCSE Grade C (equivalent) or above in Maths and English.
- Personal License Holder (Desirable)
- Business/Event Management Degree (Desirable)
- IOSHH Managing Safely (Desirable)

Experience:

- Proven experience in a leisure, sporting, or event-led environment delivering events for 5,000+ attendees
- Strong background in high-volume catering and multi-format hospitality (retail, restaurants, hospitality, events)
- Experience managing large-scale event delivery, including planning, execution, and breakdown
- Track record of managing labour and costs within budget
- Experience driving spend per head and improving customer experience
- Cross-functional working with Sales, Marketing, and Operations

Skills & Competencies:

- Strong commercial and financial awareness
- Effective leader with the ability to manage, influence, and develop teams
- Highly organised, process-driven, and able to manage multiple priorities
- Strong communication and stakeholder management skills
- Confident decision-maker, able to perform under pressure
- Customer-focused with a focus on quality and delivery
- Good IT and systems knowledge

Additional Requirements:

- Full UK driving licence
- Flexible to work across race days, events, and weekends