



Lingfield Park Racecourse (Sales Hub)

Position:	Business Administrator
Reporting to:	Sales and Commercial Manager - South
Responsible for:	Assisting in the general commercial and administration activities across the racecourse business, working with the regional sales hub, on-site delivery team and clients.
Contract type:	Permanent – Full time
Hours of work:	40 hours per week, 5 days out of 7

About the role

The Business Administrator will be based in the office at Lingfield Park, working closely with the sales team to support a range of administrative tasks. The office supports nine racecourses across the Southern region, helping to ensure everything runs smoothly.

This is a varied role with the opportunity to get involved in different areas of the business, with full support and training provided along the way.

Key responsibilities for the role will include

- Support the sales team with day-to-day administrative tasks
- Help manage ticketing processes, including sending e-tickets and handling bookings in the system
- Printing and sending out annual member packs
- Run simple reports and keep booking system up to date
- Upload images and maintain accurate information across systems
- Assist with general admin tasks to keep things running smoothly
- Respond to customer and team enquiries in a helpful and timely way
- Support basic tasks like checking balances and bookings
- Ensure compliance with company policies, procedures, and data protection requirements
- Support day-to-day office administration, including internal communications, messages, systems, and general organisation
- Assist with reporting, data entry, and basic analysis to support performance tracking
- Contribute to projects and initiatives as required

Key Performance Indicators:

1. Accuracy and timeliness of administrative tasks (e.g. bookings, e-tickets, data entry)
2. Responsiveness and helpfulness when supporting the sales team and responding to queries
3. Quality and accuracy of data entry, reporting, and system updates across internal platforms
4. Organisation and consistency in maintaining records, files, and supporting smooth day-to-day operations across the racecourses



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.

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

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