



Southwell Racecourse & Golf Club

Position:	Catering Manager
Reporting to:	General Manager
Contract type:	Permanent
Hours of work:	40 hours per week, 5 days out of 7

About the role

This role is responsible for leading the delivery of food and beverage services across Southwell Racecourse and Southwell Golf Club, ensuring operational excellence and outstanding customer service across both racing and non-racing activities.

As a key member of the venue leadership team, you will oversee the day-to-day catering and events operation, supporting the successful delivery of race days, golf events, conferences, weddings, private functions, and hospitality experiences. Working closely with site leadership and central support teams, you will play a pivotal role in driving high standards of service, operational consistency, and commercial performance across all food and beverage outlets.

The role is responsible for ensuring the venue delivers exceptional guest experiences while maintaining strong financial control, effective stock management, and compliance with all health, safety, and food hygiene standards. You will lead, develop, and support teams, embedding best practice and creating a positive, high-performing culture.

This position is instrumental in supporting the continued growth of catering and events revenue through strong operational leadership, customer focus, and a commitment to delivering memorable experiences at both the Racecourse and Golf Club.

Detailed description of the role

Strategic Leadership & Direction

- Partner with the Group Catering team to shape and implement a long-term catering and events strategy that delivers sustainable growth across Southwell Racecourse.
- Provide leadership and oversight, ensuring alignment to Group objectives and consistent delivery of standards.
- Support with the development and delivery of a scalable and commercially effective catering model across retail, hospitality, and events.
- Contribute to strategic planning, including capital investment, pricing architecture, and long-term commercial initiatives.

Operational Enablement & Performance

- Enable your site to deliver high-quality catering operations by embedding best practice, standard operating procedures, and consistent frameworks, and evolve performance monitoring frameworks, driving continuous improvement in food quality, service delivery, and operational efficiency through the power of Cornerstones
- Provide strategic oversight of event planning and delivery, ensuring the site is equipped to execute both racing and non-racing events effectively.



- Establish and evolve performance monitoring frameworks, driving continuous improvement in food quality, service delivery, and operational efficiency.
- Support in workforce planning, ensuring effective resourcing aligned to operational demands and financial targets utilising Humanforce.

Digital, Systems & Innovation

- Provide oversight and support for catering technology and systems, including Kappture, K-Stock, tablets, and emerging platforms such as EMS.
- Enable your site to effectively utilise systems to drive commercial performance, improve operational efficiency, and enhance customer experience.
- Support the development and implementation of integrated reporting across systems, enabling data-led decision making and improved visibility of performance.
- Work cross-functionally with central teams to enhance system capability, ensuring tools are aligned to operational needs and future growth.
- Leverage technology to maximise revenue opportunities, control costs, and improve spend per head across all catering channels.
- Promote consistency and best practice in system usage, ensuring teams are trained, supported, and compliant.

Commercial & Financial Performance

- Drive financial discipline, supporting to achieve labour, cost, and margin targets.
- Enable growth in food and beverage revenue through improved product offer, pricing strategy, and customer experience.
- Ensure robust governance across purchasing, cost control, and budget management.
- Support the development and delivery of annual budgets

Food Safety, Compliance & Governance

- Provide leadership and assurance that your site operates in full compliance with food safety, Health & Safety, and regulatory requirements.
- Ensure consistent implementation of HACCP, COSHH, and food safety management systems across all venues.
- Ensure clear ownership at site level of allergen control across the racecourses ensuring consistent identification, management, and communication of food safety risks to protect all guests.
- Maintain accurate and auditable records relating to food production, storage, and handling.
- Drive an initiative-taking approach to risk management, incident reporting, and continuous improvement in compliance standards.

People, Capability & Culture

- Provide leadership and coaching to site-based catering teams, building capability and accountability across the region.
- Partner with HR and Executive Directors/General Managers to develop and embed a consistent people strategy, including recruitment, retention, and succession planning.
- Support the delivery of structured training and development programmes aligned to operational excellence and customer experience.



- Foster a collaborative, inclusive, and high-performance culture.

Collaboration & Stakeholder Management

- Strengthen alignment between Catering, Sales, Operations, Marketing, and HR to ensure seamless planning and delivery.
- Work closely with the Group Regional Chef's to support the development and implementation of food and beverage strategies.
- Support the development and delivery of the Group Retail Strategy, ensuring consistency and scalability across venues.
- Build strong working relationships across all sites, enabling collaboration and shared support for key fixtures and events.

Standards, Governance & Continuous Improvement

- Ensure consistent application of operational standards, compliance, and governance frameworks across all sites.
- Use data, audit, and reporting insights to drive accountability and continuous improvement.
- Support your site in maintaining operational readiness, including equipment, inventory, and administrative processes.
- Identify and drive new commercial opportunities that enhance customer satisfaction and business growth.

Key Performance Indicators:

1. Labour Efficiency & Cost Control

Support the delivery of labour models within budget, with clear ownership of variance and corrective action at site level.

2. Workforce Stability & Recruitment

Support direct recruitment and retention, with reduced reliance on agency staffing, with site-based staffing teams.

3. Financial Governance

Working with site teams to ensure adherence to site spend controls, purchasing frameworks, and budgetary limits.

4. Revenue Growth

Support in Increasing food and beverage spend per head across racing and non-racing events.

5. Margin Delivery

Aid the achievement of targeted food and beverage margins through effective cost and pricing strategies.

6. Cross-Functional Effectiveness

Strong alignment and communication between Catering, Sales, Operations, and Marketing teams.

7. Service Excellence

Consistent delivery of high-quality service standards and customer experience across all venues through the power of Cornerstones.

8. Customer Experience

Measurable enhancement of the Owners and Trainers experience and all stakeholder areas.



Essential Skills & Experience:

- Has management or supervisory experience in Hospitality and Retail Catering.
- Is knowledgeable in licensing, food hygiene and Health & Safety theory and implementation.
- Is a Personal Licence Holder (desirable).
- Is Client-driven at all times.
- Has good planning and organisational skills.
- The ability to maximise sales opportunities and recommend improvements.
- The ability to drive operational standards, championing diligence and exceed customer expectations.
- Is proficient in IT Positive and approachable manner.
- Has collaborator qualities and good oral communication.
- Has high level of diligence.
- Is knowledgeable in Microsoft suite and stock management and EPOS systems.

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 regarding:

- 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 always 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.....