



Southwell Racecourse

Position:	Duty Manager
Contract type:	Permanent
Hours of work:	40 hours, 5 days out of 7
Responsible to:	Catering Manager / Operations Manager
Responsible for:	Leading and overseeing all race day and non-race day hospitality operations, ensuring exceptional customer service, efficient site performance, high operational standards and the successful delivery of events at Southwell Racecourse.

About the role

Working closely with the Management Team, the Duty Manager will lead race day and non-race day retail and bar operations at Southwell Racecourse, ensuring exceptional service standards, operational efficiency and a consistently high-quality customer experience.

The role is responsible for driving innovation across all hospitality areas, maintaining brand standards and implementing best practice in line with industry trends and competitor benchmarks. Leading from the front with a hands-on approach, the Duty Manager will develop teams, improve labour efficiency through training and support the delivery of profitable, customer-focused operations.

Working in collaboration with the Catering team, the Duty Manager will oversee event planning and delivery, ensuring all departments work cohesively to meet deadlines, maintain site presentation and deliver safe, seamless events. The Duty Manager will also take responsibility for the overall operation of the site in the absence of the Catering Manager.

Key Responsibilities

- Lead from the front to ensure efficient site operations within budget.
- Work with the Head Chef to manage food & beverage strategy and control costs.
- Oversee health & safety, food safety compliance, and staff training.
- Manage large-scale catering and event operations, including hospitality, bars, and retail services.
- Develop operational strategies and improve procedures to maximise customer satisfaction and business performance.
- Supervise, train, and support staff while reducing turnover and maintaining professional standards.
- Handle customer complaints, enquiries, and client relationships professionally.
- Coordinate race day logistics, staffing rotas, venue setup, and event administration.
- Ensure all areas are clean, secure, well-maintained, and prepared for events.
- Monitor service quality and resolve operational issues quickly.
- Work closely with marketing and other departments to support business growth and communication.
- Maintain accurate operational records, reporting, and back-office F&B systems.



- Act as an ambassador for the racecourse and wider ARC business.
- Have a strong allergen and intolerance understanding to the required level per FSA allergy compliance.
- Management and accountability for compliance around allergens. Ensure all allergen information is correct via indicator and the QR code builder.

Compliance & Safety

- Ensure compliance with Health & Safety, Food Safety, Liquor Licensing, Gambling Commission, and local authority regulations.
- Conduct site inspections, risk management, and emergency response when required.
- Ensure staff, contractors, and clients follow company policies and procedures.

Leadership & Customer Focus

- Lead by example and maintain high standards of customer care.
- Build strong interdepartmental communication.
- Continuously seek opportunities to improve revenue, service quality, and customer experience.

Health & Safety

- Lead and communicate Health & Safety standards across the team.
- Ensure compliance with legal requirements including fire safety, hygiene, food safety, first aid, and accident reporting.
- Maintain safe working environments through regular inspections, risk assessments, and updated Safe Systems of Work.
- Promote environmental policies such as recycling and energy saving.
- Work with the Head Chef to maintain Environmental Health standards in back-of-house areas.
- Attend Health & Safety meetings and ensure all incidents and near misses are properly recorded.

Financial Responsibilities

- Assist in setting annual budgets and managing financial performance, including profit & loss accountability.
- Control operational costs such as labour, stock, product costs, and expenditure while maximising revenue and customer satisfaction.
- Coordinate teams to deliver successful race day and non-race day events within financial and operational targets.
- Oversee cash handling, stock management, stocktakes, ordering, and invoicing procedures.
- Support recruitment, training, appraisals, and efficient rostering of permanent and casual staff.
- Ensure all revenue is accurately captured and company targets are achieved.

Other Management Duties



- Lead by example with strong communication, decision-making, and operational leadership.
- Drive operational improvements and positive workplace culture.
- Maintain high customer service standards and support colleagues across departments.
- Act as a key holder/licensee and follow emergency procedures when required.
- Promote equality, diversity, teamwork, and sales opportunities across the business.
- Ensure accurate handling of confidential information, deliveries, stock rotation, and supplier invoices.
- Help maintain the professional image of Southwell Racecourse and the wider company at all times.

About you:

Qualifications:

- Customer service or business administration qualifications would be an advantage
- Computer literate
- First Aid trained
- Personal license holder

Experience:

- Minimum 2 years' experience in a similar role.
- Racecourse, Sport, Leisure or hotel background would be an advantage.
- High level of interpersonal skills.

Personality:

- Logical approach to tasks
- Personable
- Excellent approach towards time management
- Works well under pressure.
- Customer service focused (internal and external).
- Organised, systematic and process driven.

Key Performance Indicators:

- Completing tasks within deadline as set by the Management Team.
- Maintaining costs within budgeted parameters.
- Customer feedback on effective event delivery
- Effective undertaking of key duties.

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.

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

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