

Position:	Duty Manager – Greyhounds
Reporting to:	General Manager
Contract type:	Permanent, Full Time
Hours of work:	40 hours per week, working 5 days out of 7
Responsible for:	Assisting the Greyhound General Manager at Dunstall Park Greyhound Stadium to manage racing and non-racing events efficiently and safely and assist with the day to day running of the Stadium

About the role

The Duty Manager will work closely with the Greyhound General Manager to manage the operational elements of a race day and non-racing events and ensure they run efficiently and safely. The Duty Manager will work with the site team to ensure the site is consistently presented and maintained to a high standard. The Duty Manager will support the management of the maintenance and racecourse services team, while taking the lead on Health and Safety and Hospitality matters that relate to the greyhound operations. The Duty Manager will run the greyhound operation in the absence of the Greyhound General Manager whilst delivering a duty manager presence for the overall Site.

Key responsibilities for the role will include:

- Understand the core racing business and that welfare is at the heart of what we do.
- To work closely with the site Operations and Safety Manager to maintain the company's safety management system.
- Responsible for implementing emergency procedures for the greyhound operation in line with the Group Health and Safety policy for all eventualities including race days, events and venue hire.
- Monitor, arrange and review accredited training such as fire safety and first aid for the greyhound team in conjunction with the site Operations and Safety Manager.
- Managing race day staff and safety stewards including recruitment and training and monitor and manage standards of the third-party security team.
- Prepare with staff rotas.
- Responsible for preparing the site for race days.
- To observe all aspects of service (including hospitality, retail, bar, tote) within the Stadium and deal with any issues as they arise in conjunction with the catering team.
- Take responsibility for any questions/complaints that arise and ensure that the matter is correctly recorded and resolved.
- Obtain feedback on service, menus, staffing matters.
- To comply with any legislative requirements including Health and Safety / Food Safety/ Liquor Licensing / Gambling Commission / Local Authority.



- Oversee preparation of the site and buildings for all events ensuring an operational plan is in place for all events and that buildings are clean, tidy and well maintained.
- To work closely with the site Operations and Safety Manager to ensure that in relation to the greyhound operations there is an on-going maintenance programme that suits the demands of the business including waste disposal & recycling. Check that agreed work by staff or contractors has been completed satisfactorily and follow up on any deficiencies, monitoring all contractors to ensure they work in accordance with the company's code of practice for contractors.
- You will ensure the site is secure at all times.
- Working with suppliers to ensure that key processes are running efficiently and cost-effectively.
- Calculate and compare costs for required goods and services to achieve maximum value for money.
- Recruit new staff as appropriate, delegate responsibility to your team, monitor performance levels, motivate and hold regular briefings.
- Ensure all departments are adequately staffed whilst managing a pool of casual staff and that there are good working relationships between staff and managers.
- Responsible for reviewing, reporting and investigating accidents and incidents and ensure that these are reported to the site Operations and Safety Manager.
- To ensure that the best methods, practices and systems of work are being utilised and to maintain detailed records of work completed in each area.
- To ensure that the product is delivered efficiently and exceeds customer expectations and ensure that we provide excellent customer service and standards at all times and that the team are clear on the expectations.
- Attend and respond appropriately to emergencies or urgent issues as they arise.
- Cash reconciliation and meeting return reports to be completed and prepare reports and statistics for accounts.
- Identify capital expenditure projects for the greyhound operation that will increase efficiency, profitability and enhance the customer experience.
- Control spend and build a culture of long-term saving on procurement costs.
- To ensure that all stock is managed, controlled, secured and kept tidy for all greyhound fixtures.
- To ensure all revenue is captured and charged where appropriate.
- To maximise our Food & Beverage sales on all race days
- Assist with marketing & social media to grow and maintain our customer base.
- Update the website when required in a timely manner.
- Assist with customer bookings as required.
- Act as a representative for the stadia and ARC at all times, leading by example to all other team members.
- Deliver our agreed homing program by liaising effectively with both trainers and our nominated homing partners.



About you:

Qualifications:

- Business or Event qualification would be an advantage
- Computer literate.
- Health & Safety qualification eg IBOSH/ Level 3 or Level 4 in Spectator Safety would be an advantage
- First Aid trained
- Personal license holder.

Experience:

- Minimum 3 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 General Manager.
- 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.

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.....