

Job Description: Staffing Coordinator



Function:	HR & Training
Position:	Staffing Coordinator
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Staffing Manager
Additional reporting line to:	
Position location:	Ascot Racecourse

1. Purpose of the Job – State concisely the aim of the job.

- To support the 1711 by Ascot People Operations team to deliver the staffing requirements for Racedays, Conference and Events and the Major Events business
- Engage with agencies to build rapport with representatives to ensure they understand our requirements and are focused to deliver
- To support direct recruitment of casual workers
- To work across with Operational Managers within the business to identify their staffing requirements and deliver a plan to fulfil these requirements (hospitality, retail, boxes and major events operation)
- To manage time and attendance of casual workers on race and event days
- To ensure effective recruitment and onboarding of casual staff for 1711 by Ascot and Major Events
- Promote Sodexo as the preferred employer, both internally and externally, by adhering to company recruitment policies
- To provide proactive support to the business, ensuring consistent delivery of the Staffing/HR strategy and Events business plan

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY21:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region :
		Net income growth:	tbc					
		Cash conversion:	tbc					

Characteristics

3. Organisation Chart



4. Context and main challenges

- Produce financial performance reports related to casual labour with actual costs compared to budget forecasts
- Meet agreed staffing objectives within budget, with focus on quality and consistency of allocating staff
- Full compliance to Employment Legislation
- Ensuring best practice procedures and HR policies are consistently applied
- Working as part of the Staffing team, being accountable for casual labour within Boxes, Hospitality and Fine Dining, Retail, Conference & Events at Ascot and Major Events accounts
- Developing strong relationships with the operational account holders you are required to support
- Operational role with a requirement for weekend work and an element of anti-social hours
- Support development of junior colleagues and supervising the casual Staffing Support team on event and racedays

5. Main assignments

- To deliver the recruitment, staffing and planning objectives for Ascot and Major events Operational Accounts
- Using the on-site time and attendance system to effectively to plan and roster staff for all agreed accounts
- Reporting the forecasted staffing costs, including management, direct and agency staff, transport costs, accommodation, uniform and expenses for allocated accounts with regards to racedays and events
- Complete all tasks as requested by the HR and staffing team
- Ensuring all employees are paid correct wages in a timely manner and any wages queries are dealt with efficiently
- Liaise with agencies to provide timesheets, handling any queries and processing their purchase orders.
- Ensuring that all invoices are processed and submitted in a timely manner
- Ensure all racedays and events are fully staffed with staff members being of a high calibre
- To develop excellent relationships with casual staff, the Management team and the Ascot client
- Communicate to staff, both full-time and casual, necessary information relating to the raceday/event, e.g. start dates, accommodation, pay rates, parking.
- To be responsible for day to day operations and supervision of a staff check-in account
- Manage staff check-in during racedays and events, identifying any shortages and resolving staffing issues proactively
- Support managing the casual staffing team, to ensure all staff going onto site are in the correct uniform and conform to dress code standards
- Provide reports for actual staffing costs, accruing accurate costs for outstanding invoices
- To keep your operational team updated with staffing levels and raising any at risk areas in a timely manner
- Support the recruitment and training of casual employees. Whilst positively promoting the relevant brands
- Support the recruitment of new casual employees, with assessment centres, adhering to the company policy. E.g. interview, eligibility to work in the UK, reference, etc
- Representing the company at career open days, recruitment fairs and college visits where appropriate
- Manage the "1711 by Ascot" Inbox – for recruitment and training queries
- Use the company recruitment tool effectively to support recruitment campaigns
- Ensuring all casual employees receive a starter pack to make sure they are on-boarded correctly
- Maintain and create personnel records for all casual staff
- Support the delivery of our Ascot Academy induction sessions for new starters
- Support the training of staff during racedays and events

Other

- To complete all duties as requested by the Senior Staffing Coordinator
- To support colleagues across all areas of the business as required
- Ensure all employment legislation is adhered to minimising any risk to the company, applying the following regulations:
 - a. Working Time Directive Regulations
 - b. The Asylum and Immigration Act
 - c. Disability Discrimination Act
 - d. Minimum wage
- Ensure all staffing issues are listened to and escalated to the appropriate person to resolve
- Ensure accident reporting procedures are adhered to

6. Accountabilities

- Forecast and report actual labour costs within agreed timeframes and with a high level of accuracy
- Ensuring that best practice procedures and HR policies are consistently applied
- Ensure all racedays and events are full staffed, with the correct calibre and skill level, to the agreed ratios provided by the operational team

7. Person Specification

Essential Skills & Experience

- Experience of working in the event or service industry
- Experience working in a Staffing function
- Motivated and adaptable, confidently able to manage workload and different tasks simultaneously
- Excellent written and verbal communication skills
- Confident in the use of MS Office, especially Excel along with other computer programmes
- A flexible approach to working hours and days
- A positive attitude and the willingness to support colleagues
- Adaptability and resilience
- Organised and professional approach
- GCSE in Maths and English with a minimum grade of 4 or C

Desirable

- Experience of using Humanforce TimeTarget
- Experience of managing a direct report

8. Key Competencies

- Leadership & People Management
- Growth, Client & Customer Satisfaction / Quality of Services provided
- Brand Notoriety
- Commercial Awareness
- Employee Engagement

9. Management Approval – To be completed by document owner

Version	V3.1	Date	30/10/2021
Document Owner	Caroline Hawkins, Head of HR, Ascot Racecourse		

10. Employee Approval – To be completed by employee

Employee Name:

Date: