

JOB DESCRIPTION

Training Coordinator



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

1. Purpose of the Job

- To support the Recruitment Manager with the coordination and administration of all casual worker recruitment
- To coordinate interviews and offers/rejections
- To support the on-boarding of all casual workers including Right to Work checks, assigning e-learning and booking onto site based inductions
- Support the delivery of the Ascot Academy Training programme for casual team members
- Support the HR function in the development and delivery of Training initiatives
- Coordinate social media activity and recruitment campaigns

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues

- Managing casual recruitment campaigns, targeting local and student-based populations
- Manage all recruitment administration
- Liaising with Agency Partners
- Communicating and engaging with agencies to ensure FLOW (e-learning) completion ahead of racedays and events
- Supporting the delivery of training sessions to engage casual teams
- Creating internal communications documents such as newsletters and briefing sheets for casual teams
- Ensure direct casual team members complete E-learning ahead of engaging with Sodexo

5. Main assignments

- To support the training/service excellence objectives in the delivery of the Ascot Academy Training Programme
 - Overseeing the administrative processes of a new starter, from the recruitment process, to booking them onto a training date
 - Ensuring all employees complete the required training ahead of race meetings including both E-learning and skills training
- To engender good staff and customer relations. Communicate to staff, both full-time and casual, necessary information relating to training and race day communications
- To be responsible for the administration of the Ascot Academy E-Learning Programme
 - Manage the upload of new users onto the E-Learning system
 - Frequently update and report on E-Learning completion modules
 - Create and maintain bespoke E-Learning content
 - Create and upload documentation on the platform including newsletters, menu descriptions and other supporting documentation
 - Liaise with agencies to ensure compliance
- To support the delivery the Ascot Academy face to face skills training program
 - To deliver parts of the Ascot Academy induction program to new starters
 - Support the Training Advisor in the development of new area specific skills training session to support operational standards
- To support the Recruitment Manager in the achievement of Service Excellence and Training KPI criteria
 - Manage and monitor feedback on our casual staff and action appropriately
 - To support the training of staff during race days and events i.e. training on tills, customer service, and hospitality service as per company and unit policy
 - To monitor and compile all training documentation and paperwork in a timely manner as per Sodexo policy
 - To assist with any functions that may be outside normal working hours
 - To conduct spot checks on staff during race days to ensure that team members on site have sufficient knowledge and skill level
 - Create documents such as newsletters and team briefs to update and engage casual teams and keep them informed about activities on site
 - Support the management of social media platforms to engage with casual teams
- Proactively assist in the recruitment of casual employees.
 - Aid in the recruitment of new casual employees, including interviews and managing offers and rejections, through our on-line portal
 - Liaising with and creating contacts within the recruitment industry
 - Representing the company at career open days, recruitment fairs and college visits where appropriate
 - Manage the training and recruitment inbox, responding to queries in a timely manner
 - Maintaining personnel records compliant with GDPR for all casual staff
- Support the Staffing Manager in the administration of the labour management system and associated recruitment tasks
- Ensure all employment legislation is adhered to minimising any risk to the company

6. Accountabilities

- Ensure that Flow completion records for both direct staff and agency staff are complete
- Ensure the recruitment of casual workers is managed consistently
- Ensure a regular pool of direct staff are recruited and successfully on-boarded
- Regular review of standards to ensure Key Performance Indicators are met

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Passionate about Service Excellence and Customer Service within the Hospitality Industry
 - Committed to deliver against the core values: elegant, original and uplifting
 - Be self-motivated
 - Show attention to detail and be able to follow a process
 - Able to effectively manage your time
 - Ability to work under pressure and deliver deadlines
 - Ability to communicate in a proactive and positive manner
 - Ability to be flexible and adaptable
 - Experience of working in a busy environment
 - Integrity, commitment and diplomacy
 - Excellent oral and written communication skills
 - Excellence in financial reporting
 - Excellent administrative skills
 - Excellent and demonstrable client services skills
- Strong ICT skills including Microsoft Outlook, PowerPoint, Word and Excel

Desirable

- Experience of recruiting and interviewing
- Experience of working in a customer facing position in the Hospitality Industry

8. Competencies

- Brand Notoriety
- Employee Engagement
- Learning & Development
- HR Service Delivery
- Innovation & Change
- Quality of Services Provided

9. Management Approval – To be completed by document owner

Version	V1	Date	05/10/2021
Document Owner	Caroline Hawkins		

10. Employee Approval – To be completed by employee

Employee Name		Date	
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