



### Job Description

Function:	People Operations
Position:	Staffing & Training Manager
Job Holder:	
Start Date:	
Immediate Manager:	People Operations Manager
Position Location:	North Fort Street

### Purpose of the Job

The Staffing & Training Manager is responsible for managing staff allocation and leading all aspects of training across all venues, including racecourses, event venues, cultural destinations, and cafés. The role ensures effective training design, delivery, workforce planning, and talent development, supporting employee engagement, compliance, succession planning, and continuous improvement.

### Organisation Chart



### Key Responsibilities

#### **Staffing & Workforce Management**

- Plan and allocate staff across all venues, balancing direct hires, freelancers, and agency workers.
- Ensure staffing meets operational, event, and budget requirements, managing staffing and training budgets efficiently.
- Forecast workforce requirements to support seasonal peaks, business growth, and cross-venue consistency.
- Oversee shift scheduling, staff check-ins, and workforce management systems.
- Monitor and report on staffing costs and workforce metrics to ensure efficiency and effectiveness.
- Drive continuous improvement in staffing processes to optimise operations.

### **Training & Development**

- Own and manage the annual training calendar, ensuring all training aligns with business priorities, compliance, and cross-venue standards.
- Design, deliver, and evaluate training programs for casual and salaried employees, covering operational, compliance, and skills-based learning.
- Ensure training plans for salaried staff are in place, supporting professional development and succession planning.
- Identify and address skills gaps across the workforce, maintaining consistent standards in customer service, safety, and operational competencies.
- Manage training suppliers and online platforms, ensuring content is current and compliant with legislation.
- Drive initiatives to improve employee engagement, retention, and career progression, including mentorship and development plans.

### **Compliance & Systems**

- Ensure all staffing and training activities comply with employment legislation (health & safety, first aid, licensing, training requirements).
- Use workforce data and analytics to monitor training impact and inform decision-making.
- Continuously review training and staffing systems to ensure efficiency, effectiveness, and scalability.

### **Accountabilities**

- Full compliance with company policies, HR procedures, and statutory regulations.
- Delivery of efficient, cost-effective staffing and training programs across all venues.
- Maintenance of cross-venue consistency in staffing, training, and operational standards.
- Successful implementation of the annual training calendar, ensuring all employees have access to development opportunities.
- Implementation of talent development and succession planning initiatives to build a sustainable workforce.

### **Person Specification**

#### **Essential**

- Experience in training design, delivery, and workforce management.
- Strong organisational and interpersonal skills.
- Ability to work under pressure and adapt to changing priorities.
- Experience in assessing skills and delivering training in a practical/event environment.

#### **Desirable**

- Knowledge of HR policy and practice.
- Operational experience in events, hospitality, or venues.
- Familiarity with time & attendance systems.