

Job Description

Function:	Events At Ascot (EAA)
Position:	Logistics Assistant – Conference and Events
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager: Conference & Events
Additional reporting line to:	Head of Hospitality
Position location:	Ascot Racecourse

1. Purpose of the Job

As a Logistics Assistant you will play a pivotal role in ensuring all our Event Spaces and Raceday Boxes are set to our agreed standards, ensuring attention to detail and efficiency in planning. You will work under the guidance of the key operators to ensure rooms are ready in a timely manner. You will also be fully accountable for ensuring kit and equipment is correctly stored and rooms are broken down appropriately, post event, with hired kit returned intact.

This is an exciting operational role where you will be dealing with multiple departments and stakeholders to enable us to deliver best in class service.

2. Dimensions

3. Organization chart –



4. Context

- To provide a professional service to all back house areas
- Complete set ups of Boxes, Conferences & Events in line with Standard Operating Procedures (SOP's)
- Identify enhancement opportunities and suggested solutions for improvement to line manager
- To adhere to Sodexo policies and always promote the company image
- To maintain a high-quality standard of the day-to-day set-up of events
- To ensure events are broken down in a timely way and kit is returned to correct storage areas or stored for collection if hired
- To work closely with Ascot's IT team to ensure Audio Visual equipment is set and working, ahead of guests arriving for each event
- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule will be required at times

5. Main Assignments

- Providing logistics support, to ensure efficient running of the day-to-day business
- Set all rooms to the required standard and work closely with the operations team to identify any potential challenges that may prevent a set-up from working
- Work with the Events Operations Manager to ensure Customer Service is at the heart of everything we do
- Follow weekly function sheets to effectively plan your workload, with the guidance of the Conference & Events Operations Manager
- Support the planning and organisation of the BOH services, including the preparation of Boxes areas for all racing, conference & events
- Effectively build and maintain professional relations with the client
- Attend weekly departmental meetings & team briefings to enable future planning
- Coordinate the movement of equipment and furniture, with the support of the logistics team, to ensure rooms are set in a timely manner
- Keep the site tidy, presentable and safe
- Stocktake equipment for the end of year count and to assist with identifying replacement needs
- Ensure that casual Back of House staff are adhering to our standards
- Administer training where required
- Receive deliveries to site, related to Events and Boxes
- Promote health, safety and environmental awareness
- Provide logistic support, to ensure smooth running of all events
- Adapt to changing customer requirements and provide workable solutions to changes in specification or requirements

6. Accountabilities

- Designated work areas are set and managed in a professional and safe manner and are maintained to an agreed standard
- Support the team delivering a smooth and effective logistic operation for race days and non-race day business
- All appropriate health, safety and environmental awareness documentation is completed in a timely manner
- Deliver a high standard of work to both internal and external clients, including Ascot Racecourse Limited and external guests

7. Person Specification

Essential

- Working knowledge of banqueting and events
- Excellent communication skills, both verbal and written
- Professional and courteous manner
- Experience of delivering excellent customer service
- Able to follow standard operating procedures
- Able to work on their own initiative to ensure efficient processes are adopted
- Right to work in the UK, without restriction
- Ability to liaise with clients & event organisers at a Senior Level

Desirable

- Current clean driving license
- Experience of working on own
- Ability to prioritise and adapt to changing requirements

8. Management & Employee Approval

Version: V1

Date: 05/01/2026

Document Owner:

Employee Name:

Date:

Signature: