



Job Description: Sodexo Live!

Function:	Planning team
Position:	Boxes Admin Co-ordinator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Boxes Admin Planning Manager
Additional reporting line to:	
Position location:	Ascot Racecourse

Who we are:

Welcome to Ascot where tradition meets innovation and excitement is the heartbeat of our business. Ascot Racecourse and Sodexo Live! have been joint venture partners for over 15 years, providing outstanding Food and Beverage propositions and exceptional Guest Experience through our Raceday and Events business.

We are a destination for over 500,000 guests each year where passion, elegance, and celebration converge, and it is our team of behind-the-scenes heroes that bring every intricate detail to life.

As one of the world's leading racecourses, Ascot is renowned for its rich heritage spanning over 300 years. But we are not bound by the past; we're driven by the pursuit of excellence in everything we do. From hosting our flagship event, Royal Ascot, to pioneering sustainable practices, we are committed to building a Global lifestyle brand, wrapped around the world class horse racing we run.

At Ascot we believe in preserving the beauty of our surroundings and minimising our ecological footprint. From eco-friendly initiatives to community engagement programs, we strive to make a positive impact on both the environment and the lives of those around us.

We take pride in our commitments to make a positive change for now and future generations to come, whether through our Diversity and Inclusion strategy and training programmes, our award-winning 'Racing to Zero' sustainability actions, or our forward-thinking employee benefits including flexible working, menopause policies, health and EAP support access.

1. Purpose of the role & who you will work with

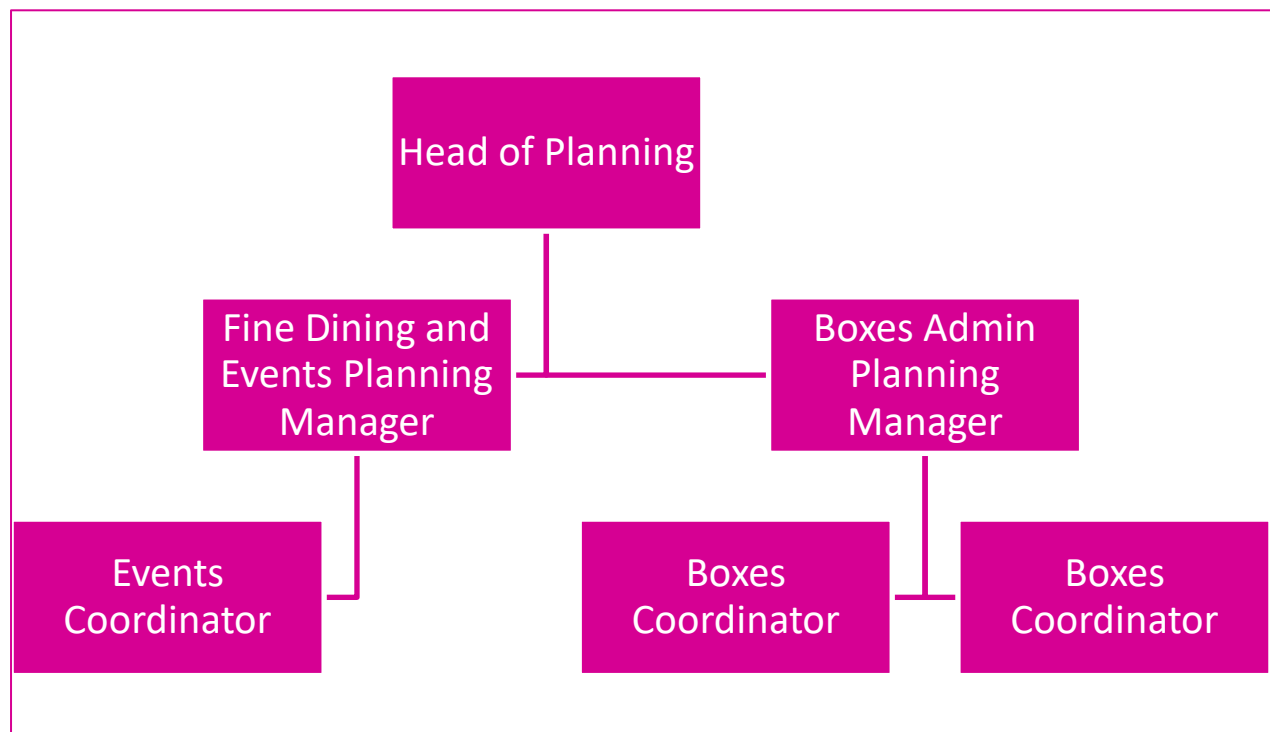
- To work with the Boxes Admin Planning Manager and the other Boxes Coordinator to organise all administration for the Annual Boxholders and staff bookings
- To provide an effective and seamless liaison between the clients' requests, the kitchen and all operational departments. Working on a daily basis to process the boxes orders and add them to the boxes summary
- To ensure that the Operational teams are informed of what is happening at all times, provide the Floor Managers all information they require to provide a first class service
- Provide administrative cover for race day boxes. Answering the boxes telephone line, taking and processing all bookings and keeping on top of all boxes enquiries both over the phone and via email
- To ensure that all the processes are correctly in place for each event so that each client is correctly invoiced and that every sale is captured
- All administrative tasks undertaken by the planning team as a whole
- Working as part of the Planning team, based on site at Ascot Racecourse
- To work all racedays to support operational teams

2. Dimensions

2024

- £30m Turnover

3. Organization chart



4. Context

Responsible for

- Dealing with a range of different clients requirements alongside the needs of the various departments in our business
- Attention to detail is key as well as being able to follow a range of processes
- Building strong working relationships with the kitchen team, operations, staffing, sales, accounts, cellar and logistics teams to ensure requirements are communicated and updated as necessary in a timely manner
- Managing your time efficiently as every aspect of the job is time sensitive
- You will need to be self-motivated and also able to work as a part of a team
- Great customer service on the phone and via email
- To maintain departmental information folders
- Being flexible at certain times, when clients or ARL (Ascot Racecourse Ltd) make special requests to see if we are able to provide what they want or finding the best possible solution

5. Role Accountabilities

- To ensure that all information received directly from an external client or ARL (Ascot Racecourse Ltd) is managed correctly through the system
- To handle all telephone enquiries with the rest of the planning team and ensure all queries are dealt with quickly and efficiently
- To liaise with the kitchen, operations, staffing, sales, accounts, cellar and logistics teams to ensure all requirements are communicated and updated as necessary in a timely manner
- Processing boxes order forms liaising with the ARL Accounts department
- To do a call around of all annual boxholders that we haven't received orders from before each raceday
- To ensure the Boxes database is updated and compile/maintain departmental information folders
- To support the commercial department in the production of invoices post-raceday
- Prepare and complete menu presentation notes in conjunction with the Head Chef for Royal Ascot and Ascot racedays along with any financial information and relevant date analysis
- Producing table menus for all boxes at Royal Ascot and on Ascot Race days
- To produce paperwork for each floor manager on a raceday
- Administration and office duties working with the planning team

Role Accountabilities continued

- Communicate with Head of Planning, Boxes Admin Planning Manager and the Boxes Operations Manager
- To undertake any reasonable requests made by the Head of Planning and Boxes Planning Manager
- Help to organise the Annual Boxholders showcase event and attend to meet box holders
- Attend regular meetings with the ARL Annual Boxes sales team and nurture excellent working relationships with good two way communication is in place with all departments and external clients
- Ensure every enquiry is handled quickly, efficiently and professionally to both internal and external clients
- The correct information is distributed to set up teams and race day operational teams to ensure all areas are set correctly and customer's requirements are met and provide efficient race day support
- Ensure invoices are correct and all costs are captured

6. Skills & Experience you can bring

Essential

- Committed to deliver against Ascot Racecourses core values: elegant, original and uplifting
- Exceptional attention to detail
- Ability to communicate effectively across all levels
- Good customer service skills, polite telephone manner, excellent written communication
- Knowledge of Microsoft Office specifically Outlook, Word, Excel, Powerpoint
- Flexible approach to working hours especially on race days
- Ability to demonstrate organisational skills
- Ability to manage multiple tasks and prioritise information in an extremely busy environment

Desirable

- Experience of working within Events/Hospitality industry
- Experience in customer service or administration lead role

8. Employee Approval

Employee Name:

Date: 21/11/24

Date:

Document Owner: Lauren Williams