**Job Description: Sodexo Live!**

Draft. Version: 27-03-2014

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| Function: | Hospitality Operations | |
| Position: | **Conference & Events Operations Manager** | |
| Job holder: |  | |
| Date (in job since): |  | |
| Immediate manager  (N+1 Job title and name): | Head of Hospitality | |
| 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 work cross collaboratively with the Ascot Racecourse Ltd HR team and are actively involved in the Event staff reward and recognition working group meetings.  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. | |

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| 1. Purpose of the role & who you will work with |
| * Maximise the profitability of the conference & events function * Lead, develop, manage and motivate a high performing team, to the agreed standard, to ensure that the clients receive services of the highest quality * Support the Head of Hospitality in the development of business strategy, in line with current and emerging client needs * To deliver on client KPI’s and SLAs, to ensure exceptional standards of service * Support the Ascot client in developing the Conference & Events (C&E) client base, identifying opportunities to maximise profit and growth * Ensure that business deadlines and targets are achieved * To lead with the set-up of all the Conference & Events and Agreed Price (client funded) areas, in line with agreed SOP’s * To undertake projects set by the Head of Hospitality and ensure they are completed in the allotted timeframes * Work with all departments to share best practice across site * Work with the culinary team to ensure world class food is served consistently * Work with the cellar team to ensure the right mix and product offer is available * Assist with creating SOPs, ensuring they are deliverable and achievable * To co-ordinate the training of casual management and staff in conjunction with the Training Department * Working as part of the Hospitality Operations team, based on site at Ascot Racecourse |

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| 1. Dimensions | |
| 2025 | * £30m Turnover |

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| 1. **Organization chart** |
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| 1. **Context** |
| * This is an extremely prestigious venue and a primary focus of Sodexo Live! in the UK. The business is managed as a profit share; therefore, the client is increasingly involved in all elements of the decision-making process. * The job holder will be required to build and maintain strong relationships with the client sales team – ensuring service is of a high standard and costs are controlled. * The individual will be required to manage & oversee the Conference & Events operation, across multiple areas of site, delivering diverse packages and bespoke offers to clients. * The person in the role needs to be confident at presenting our offers to the client as well as dealing with and responding to feedback in what is a very subjective area. The Racecourse aspire to world class service which will be delivered by the operations team. * Contribute to regular updates with the Ascot agreed price stakeholders, to ensure that they all requirements are met costs updated. |

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| 1. **Role Accountabilities** |
| **Planning & Operational Delivery**   * Act as an advisory partner to the Ascot client in developing C&E business development strategy * Act as the point of contact between the sales and operational teams for all C&E events * Ensure that internal & external clients receive best in class service delivered within contractual terms and in a cost-effective manner * Manage the operation of the department to ensure that Conference & Events & Agreed Price areas are set up, closed in a timely manner and to the required standard. * Ensure close downs are in line with expected operational & Health and Safety standards. Work with teams to ensure cleanliness and organisation of areas are maintained post and in between events * Ensure SOPs are up to date * Understand the KPI’s that are attached to the contract for Conference & Events & Agreed Price areas and ensure they are met through effective KPI reporting * Work with the culinary team to develop appropriate menu offers across the departments * Liaise and share best operational practice with conference & events team when reviewing function sheets to help ensure clarity of information and address any concerns pre-event. * Work with client and culinary teams to develop innovative strategies to attract and maintain new and existing clients * Keep up to date with industry trends and advances * Ensure that all areas under the Conference & Events & Agreed Price departments operation fully comply with Sodexo’s polices on Food Safety and Health & Safety and meet the standards set out within Safeguard audits * Undertake duty management shifts as required to support the business * Work under tight deadlines for new and on-going projects   **Financial**   * Create and manage pricing structures for a variety of events including day delegates, bespoke events, dinners and conferences to ensure each event is profitable * Provide monthly and periodical forecasting for the C&E account * Work with the Head of Hospitality to ensure all costs and expenditure are controlled in line with budget * Ensure that all events are delivered in line with agreed budgets and time frames * Take full responsibility for managing the variable costs within the Agreed Price budgets * Ensure each event has an accurate labour plan that is in line with agreed staff ratios and in-line with budgets * Work with the Staffing Team to manage labour forecasts and monitor actuals * Support the Head of Hospitality and Finance team to ensure client billing is accurate and timely   **Team Management**   * Develop and recruit a strong team of casual managers and staff with specific focus on consistency * Execute the agreed Training Programme in conjunction with the HR and Staffing department * Ensure the casual managers, supervisors and staff are effectively briefed and conform to client standards regarding appearance * Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and encouraging employee involvement * Identify talent to nurture and grow and support training development to nurture skills |

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| 1. **Skills & Experience You Can Bring** |
| **Essential**   * Operational knowledge and a minimum of three years’ experience in conference and event delivery * Logistics understanding, for efficient set up and breakdown of events. * Management of Profit and Loss Accounts * Management of a diverse casual team * Experience in developing & implementing SOP’s (standard operating procedures) * Experience of Client Liaison * Excellent communication skills with diverse stakeholders * Resilience to manage multiple tasks and effectively prioritise * Self-motivated and able to work on own initiative within a team environment * Ability to interpret and utilise financial and commercial information * Experienced in using Microsoft Office * Good standard of literacy and numeracy * Experience in planning and management of large events   **Desirable**   * Personal licence holder |

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| 1. Management Approval |
| Version: 2.0  Date: 01/09/2025  Document Owner: CH / JS |

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| 1. Employee Approval |
| Employee Name:  Date: |