Job Description: Sodexo Live!

Function:	Hospitality
Position:	Hospitality Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Hospitality
Additional reporting line to:	Boxes Operations Manager, Fine Dining Operations Manager, Events Operations Manager
Position location:	Ascot Racecourse

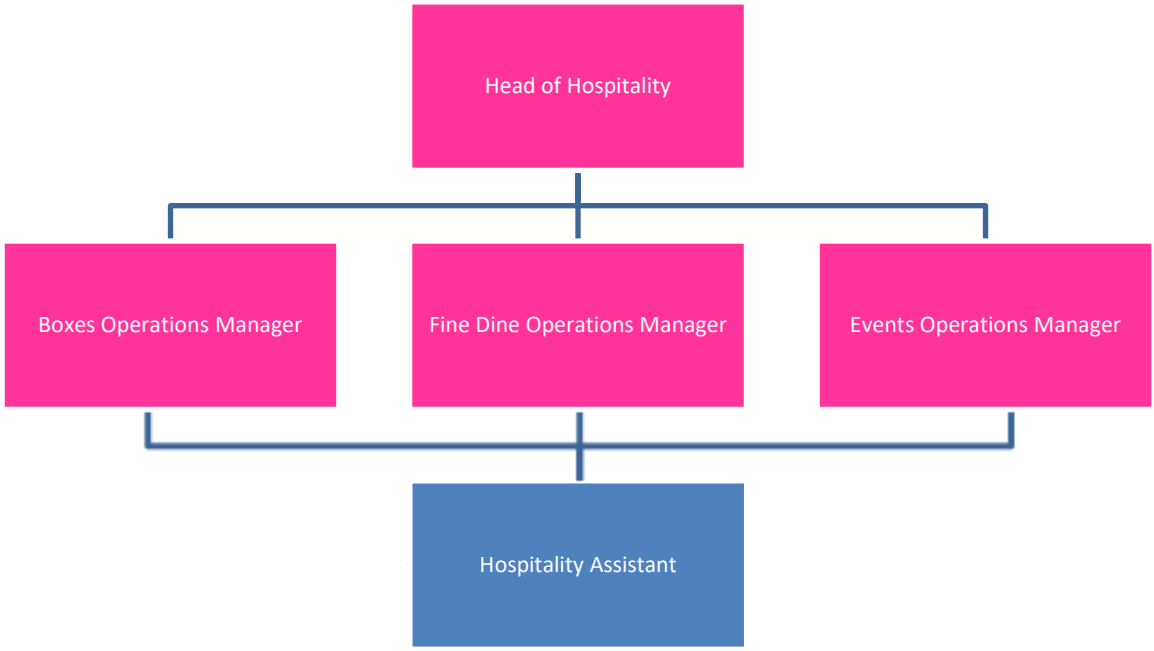
1. Purpose of the Job

- Ensure all event spaces and race meeting's areas are set up and presented to the agreed standards, with a strong focus on attention to detail.
- Support the timely and efficient preparation of rooms and event spaces, working under the guidance of key operational teams.
- Ensure all equipment and hospitality kit are stored safely, correctly and securely.
- Take responsibility for the effective breakdown of event spaces following events, ensuring all areas are returned to the required standard.
- Ensure hired equipment is handled with care, accounted for and returned intact.
- Work collaboratively with multiple departments and stakeholders to support the smooth delivery of events and race meetings operations.
- Contribute to delivering an efficient, professional and high-quality hospitality service across all event spaces.

2. Dimensions

Annual T/o £31m

3. Organization chart



4. Context

- Deliver a professional, efficient and reliable service across all back of house areas, ensuring operational requirements are met to the expected standards.
- Assist with the set-up and preparation of hospitality areas, including Conferences and Events, in accordance with established Standard Operating Procedures (SOPs), health and safety requirements, and agreed service standards.
- Maintain consistently high standards in the preparation, presentation and organisation of event spaces, demonstrating attention to detail and ensuring all areas are ready within required timeframes.
- Manage the timely and effective breakdown of event spaces following events, ensuring all equipment and hospitality kit are accounted for, returned to the correct storage locations, or prepared for collection by external suppliers where hired.
- Identify operational challenges, inefficiencies and opportunities for improvement, communicating recommendations and proposed solutions to the line manager.
- Adhere to all Sodexo policies, procedures and operational guidelines, maintaining a professional approach and representing the company positively when working with colleagues, clients, suppliers and other stakeholders.
- Respond effectively to changing operational priorities, tight deadlines and competing demands, ensuring that service standards are maintained during busy event periods.
- Demonstrate flexibility in working hours and schedules to meet business and event requirements, including adapting to operational changes at short notice where necessary.

- **5. Main assignments**

- Provide logistical and operational support to ensure the smooth and efficient day-to-day running of hospitality and back-of-house operations.
- Set up all hospitality rooms and event spaces in accordance with agreed specifications, service standards and operational requirements, working closely with the Operations team to identify and resolve potential challenges before events commence.
- Work collaboratively with Operations and other departments to ensure customer service remains central to all activities and that events are delivered to a consistently high standard.
- Support the planning and organisation of back-of-house areas, including the preparation for all race meetings, conferences and events.
- Attend weekly departmental meetings & team briefings to enable future planning.
- Keep the site clean, safe and organised.
- Monitor equipment stock levels, conduct inventory checks and identify items requiring repair or replacement.
- Oversee casual Back of House staff, providing guidance and training where required to maintain operational standards.
- Oversee deliveries relating to hospitality operations, ensuring items are checked, accounted for and stored appropriately.
- Adapt to changing event requirements, prioritising tasks and implementing practical solutions to meet business needs.

6. Accountabilities

- Ensure designated work areas are professionally set up, maintained and kept safe to agreed standards.
- Support the effective delivery of logistics operations for race meetings and non-racing events.
- Ensure all required health, safety and environmental documentation is completed accurately and on time.
- Deliver a consistently high standard of service to internal and external clients.

7. Person Specification

Essential

- Working knowledge of hospitality, catering and events operations.
- Excellent verbal and written communication skills.
- Professional, courteous and approachable manner.
- Proven ability to deliver high standards of customer service.
- Ability to follow Standard Operating Procedures (SOPs) and established processes.
- Ability to work independently, use initiative and identify efficient ways of working.
- Ability to communicate effectively with clients and event organisers at a senior level.
- Right to work in the UK without restriction.

Desirable

- Full, valid UK driving licence

8. Management Approval

Version	1	Date	
Document Owner	Ruta Girdauskaite		

9. Employee Approval

Employee Name		Date	