

Job Description:

Function:	HR
Position:	People Operations Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of HR
Additional reporting line to:	
Position location:	Ascot Racecourse

1. Purpose of the Job

- To lead the People Operations Team at Ascot Racecourse, creating structured, commercially focussed labour plans, adopting industry best practice,
- Build a strong pipeline of skilled casual workers, enabling us to flex labour plans to meet business needs and enhance people performance to enable operations to deliver outstanding guest experiences
- The role is accountable for delivering effective labour plans for Raceday and core business, ensuring consistent service, continuity of role and accountability for commercial labour spend
- Coach and nurture a team of coordinators to ensure skills and knowledge are developed, aligned to the strategic goals of the business
- Support the People Operations Manager for events to assist with labour planning and forecasting, as required

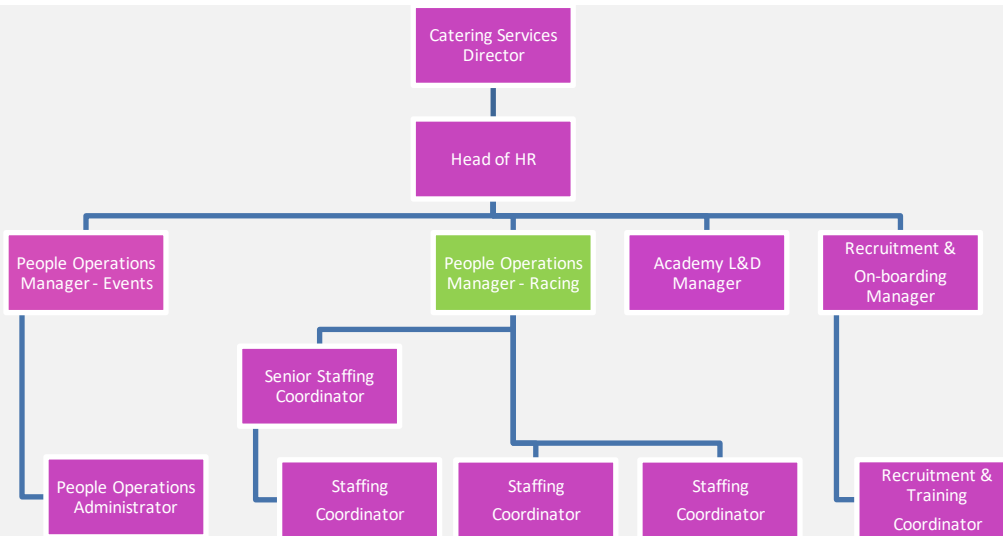
2. Dimensions

- | | |
|---|---|
| Characteristics: Ascot £35m t/o, Events in excessive of £3m t/o | <ul style="list-style-type: none"> • Accountable for all core business at Ascot Racecourse • 3500 casual workers engaged during Royal Ascot • Based at Ascot Racecourse (Sodexo Live!) |
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3. Context and Focus

- Apply Sodexo Live! procedures to ensure effective planning and management of a large-scale casual workforce
- Produce accurate, timely forecasts for all labour planning and work collaboratively with operators to review and streamline in accordance with business needs
- Manage the delivery of the staffing function for all core raceday business, in line with labour productivity initiatives and budgets
- Operate within the boundaries of employment legislation and adapt to HR evolution
- Build and develop effective working relationships with operators, key suppliers and agency partners
- Effectively line manage and coach the raceday staffing team
- Maintain consistent service across a diverse portfolio of Food and Beverage offers and styles of service
- Operational role with a requirement for weekend work, occasional off-site attendance at events and an element of anti-social hours

4. Organization Chart



5. Main Assignments

People Operations

- Manage all aspects of labour planning and event delivery for Ascot Racecourse
- Lead by example to drive a proactive, efficient and focussed Staffing Team
- Ensure all Humanforce users are competent in skill and application
- Monitor weekly dashboards, identifying where the site can make improvements regarding reporting and data accuracy
- Ensure that all legal obligations and compliance is adhered to through all people related activities
- Meeting all event KPIs related to people
- Build and develop effective working relationships with Operations Managers and the Client, to enable you to make people decisions that support the commercial operation
- Ensure all HR related collateral is produced cost effectively and to a high standard
- Attend Event planning meetings and give accurate data to the stakeholders, keeping them informed regarding labour process, reporting and current industry trends
- Support implementation of the 1711 by Ascot engagement strategy for the casual workforce
- Manage the Raceday set-up of the staff check-in facility and ensure all tasks are completed ahead of Racing

Financial

- Produce accurate labour forecasts and challenge operators to ensure labour planning aligns to anticipated commercial revenue
- Manage the production of wage forecasts for all event and non-race day business, reporting both forecast and actual costs, reporting within agreed parameters
- Manage the payroll administration function and ensure that all wages are submitted in a timely and accurate manner
- Oversee the process of Timesheet authorisation, ensuring data capture and accuracy
- Manage the process of raising purchase orders and invoices, in a timely manner
- Track PO to Timesheet to Invoice accuracy and maintain an accurate PO tracker

- Manage allocated raceday budgets for other labour related lines (staff transport, accommodation, uniform and laundry)
- Work with the Head of HR and senior people team to plan and deliver Royal Ascot, other Racedays and bespoke events at Ascot Racecourse
- Manage labour reporting, identifying any potential overspend or risks and work with the operators to mitigate these risks
- Ensure that wage queries are dealt with efficiently and effectively
- Ensure that staffing is both cost effective and suitable to meet the needs of the specific event or function
- Outsource to nominated agencies where applicable and ensure all costs are captured
- Work with suppliers to negotiate competitive rates, where applicable

Resource Planning and Allocation

- Drive an increase in the use of direct hire labour, aligned to agreed KPI's
- Manage early engagement with casual managers, monitoring their availability for Racing for the following year
- Support the implementation and delivery of training for direct recruits and agency staff
- Support the Recruitment & On-boarding Manager to ensure new starters are effectively on-boarded
- Build strong working partnerships with core agencies to ensure they are delivering against SLA's and manage the annual agency audit process
- Support the development of our casual workers using feedback mechanisms and work with the training team to ensure succession planning and retention of casual workforce

People Management & Team Leadership:

- Coach, motivate and mentor teams to ensure they are engaged and committed to delivering positive service
- Manage the event staffing team and build effective relationships with Operational Leads and Key Stakeholders
- Ensure the team meet their direct labour targets
- Ensure all HR Policies and Procedures are adhered to

Process Improvement & Reporting:

- Implement people related standard operating procedures and best practice, that enhances People Operations
- Keep abreast of contemporary approaches to labour planning and utilise technology advancement, where appropriate

Health & Safety

- Ensure that all accidents or near misses are reported and recorded in line with Sodexo process
- Support the Health & Safety Manager to ensure all relevant H&S policies are in place for all events
- Use the H&S reporting app to report safety observations, carry out safety walks and log near misses
- Work with Managers to ensure H&S is at the forefront of people related activity

Projects

- Support projects as required, including assisting with bids for new events
- Drive system improvements, in line with business needs

6. Accountabilities

- Deliver, consistent event labour plans in line with approved budgets
- Effectively forecast and produce post event actuals to ensure commerciality of all events is protected
- Ensure compliance with brand service standards and operational procedures, through regular audits and staff coaching
- Report monthly on controllable budget lines (accommodation, laundry, uniform, travel)
- Act as People Operations Lead on designated events

7. Person Specification

Essential

- Good financial acumen
- Confident in the use of Microsoft programmes including Excel
- Exceptional attention to detail and accuracy of data
- Committed to deliver against our core values: elegant, original and authentic
- Previous event experience (people or operations)
- A passion to see individuals reach their potential
- Ability to communicate effectively across all levels
- Flexibility to commit to weekend and event days
- Strong interpersonal skills
- Well organised, responsive and able to work under pressure

Desirable

- CIPD Qualified
- Knowledge of budget management
- Knowledge of HR policy and industry practice
- Operations experience gained in a service lead business
- Experience of working with time and attendance systems
- Current clean driving license

8. Management Approval

Version: 1.0

Date: Aug 2026

Document Owner: Caroline Hawkins

9. Employee Approval

Employee Name:

Date: