

Job Description: Logistics Assistant

Function:	Sports & Leisure/ Ascot 1711
Position:	Logistics Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Logistics & Site Manager, Ascot Racecourse
Additional reporting line to:	Head of Soft Services & Operational Leads
Position location:	Ascot Racecourse

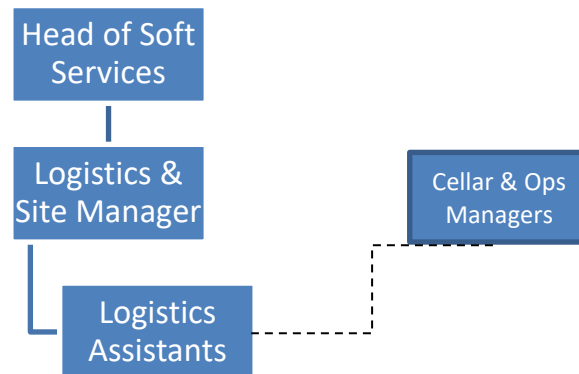
1. Purpose of the Job – State concisely the aim of the job

- To ensure smooth, efficient running of the set up and breakdown of all race day and events activity whilst adhering to the Standard Operating Procedures
- To maintain a high standard of housekeeping in both back and front of house areas at all times in accordance with Standard Operating Procedures
- Provide a professional, courteous, helpful service to both internal and external clients
- Provide logistic support to other departments as required
- Support operational teams as required
- Support cellar as required

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department

Revenue FY16:	£1.5 m	EBIT growth:	N/a	Growth type:	n/a	Outsourcing rate:	N/a	Region Workforce	N/a
		EBIT margin:	N/a			Outsourcing growth rate:	N/a	HR in Region	N/a
		Net income growth:	N/a						
		Cash conversion:	N/a						
Characteristics		▪ N/a							

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to

- Ensure that all functions are managed in line with the clients and company's expectations by delivering the requirements as requested on the function sheets and adhering to the Standard Operating Procedures.
- Demonstrate a proactive approach to ensure service and housekeeping standards are maintained and exceeded.
- At all times provide a warm, efficient welcoming service to all clients, colleagues and contractors and to approach any requests or problems that may arise with a positive, helpful attitude to resolve in accordance with Ascot and Sodexo Values.

5. Main assignments – Indicate the main activities / duties to be conducted in the job

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Logistics portering and resources:

- To ensure efficient delivery of logistics support to meet the business requirements and efficiently support the sites' operational teams
- Refer to the daily jobs list of logistic based tasks that need to be completed and to also complete ad-hoc tasks as requested
- Always be proactive in terms of the tasks required for the day/ week and in the absence of the daily jobs list
- Support the planning and organisation of back of house services, including the preparation of all areas for all raceday's and events
- Ensure that all equipment belonging to operational teams is correctly cleaned, maintained and stored in the relevant locations and that items are all secured when not in use
- Facilitate requests to use equipment across site as agreed with the Operational Managers ensuring that documentation is completed for the issue and return of such items
- Coordinate the movement of equipment such as (but not limited to) furniture, signage, kit, crockery, recycling bins, cleaning goods, linen across site for all operational departments and ensure that all equipment is returned and correctly stored after an event
- Ensure regular stock takes are undertaken on all operational equipment, disposables and linen noting any shortfall, broken equipment or items to replace and submitting this information to the Logistics or Operational Managers and facilities team
- Receive deliveries to site, checking against the delivery note and reporting any discrepancies on the delivery note before then submitting the note to the Operational Managers
- Support the cellar management team, as required

Client relations:

- To ensure client relationships are maintained at all times, including all internal departments for both Sodexo and ARL, in addition to external clients and contractors

Health, safety & security:

- Ensure that non-public areas are kept clean, presentable and safe including all equipment rooms and storage cupboard – in particular with reference to being fully responsible on a daily basis for the maintaining high housekeeping standards in the Pavilions outside of race days
- Ensure that all back of house areas and equipment used for events are thoroughly cleaned according to standard operating checklists and reset at the end of each event. Additionally ensure the correct effective disposal of refuse and handling of glass bottles
- Maintain and promote high standards of hygiene and safe working practices in the kitchen and ancillary areas in accordance with the specifications laid down by the Company and Standard Operating Procedures
- In addition to event specific opening and closing checklists, ensure that all daily, weekly, monthly cleaning checklists for Front and Back of House areas are completed and issued to the Operational Managers for auditing and that appropriate levels of cleaning items, equipment and bins are always in situ
- Adhere to correct storing and use of chemical products in accordance with the company COSHH regulations
- Ensure that Sodexo/ARL signing in and out procedures are adhered to at all times and prior to leaving at the end of the day, that there is communication with the operational teams
- Adhere to and implement Sodexo's Health & Safety policy and procedures
- Take a proactive approach to reporting any maintenance issues to Ascot Facilities and ensure that any faulty

items are logged is communicated to the operational teams

- Ensure that all accidents, incidents, near misses, fire, theft, loss, damage, unfit food or other irregularities are promptly reported in accordance with company policy and appropriate action taken and that all instances are communicated to the Operational Managers

General:

- Use radio on daily basis for communication purposes and to comply with any radio usage policy/ guidelines
- Appear neat and tidy at all times, complying with any uniform/ health and safety clothing policies and ensuring high standards of personal hygiene
- Maintain a focus at work and that any deviation to handle personal issues outside of nominated breaks are minimised
- Maintain good working relationships with all persons associated with Sodexo/ARL, demonstrating at all times a high standard of professionalism
- When working as part of a team to demonstrate a positive, flexible approach to instruction as required by the nominated Team Leader and to also demonstrate this same approach when tasked with supervising a team ensuring excellent communication and high standards are maintained
- Attend meetings and briefings as required by the Logistics Manager
- Attend all training sessions as required by the Logistics Manager

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities

- Delivery of event setups and breakdowns in designated areas meet the requirements of the function sheet/ jobs list and relevant Standard Operating Procedures
- Designated areas of responsibility are kept to an agreed housekeeping standard in addition to being safe and presentable
- Support other areas of the business as appropriate

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential:

- Excellent listening and verbal ability with a good standard of written communication skills
- Good time management
- Flexible approach to working hours
- Professional and courteous manner
- Basic knowledge of health and safety and hygiene issues.
- Ability to learn
- To be able to motivate yourself for the duration of your shift
- Ability to work within a team and support a strong team ethic
- Good working knowledge of a banqueting and events
- Experience of delivering excellent customer service
- Hold a full UK licence and have own transport
- Fork-lift Licence

Desirable but not essential:

- First Aid qualification
- Manual handling training

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

The Logistics Assistant role is Band A in terms of the competency framework.

- **Growth, client and customer satisfaction:**
 - Anticipate, recognise and respond to client and customer expectations and needs by tailoring solutions to deliver a quality service
 - Understand and deliver to the requirements of the Standard Operating Procedures as applicable to the role
 - Build trust and support of others by ensuring communications are timely, accurate and honest
 - A positive role model for the business and any team members being supervised
- **Leadership and people management:**
 - Treats others with respect and dignity, demonstrating sensitivity for the values, views and needs of others
 - Effectively work alone and as part of a team

- When managing a team, ensure they are managed to achieve the best results and commitment is encouraged
- Set and maintain performance expectations
- Demonstrates appropriate leadership style to achieve excellence and consistently role models values and behaviours.
- **Innovation and change:**
 - Analyses problems by weighing up options and consequences, making sound decisions in a timely manner
 - Able to think on feet, deal with challenging situations, take responsibility for problems as they arise and act decisively
 - Respond to feedback in a positive and proactive manner
 - Learns from mistakes and grasps key issues to make necessary improvements
 - Confident to know when to ask for help
 - Actively supports change and helps to create an environment that is receptive to change
 - Sees change as an opportunity to grow and make continuous improvements for the benefit of the business
 - Address obstacles and resistance to change within the area of responsibility
- **Rigorous management of results**
 - Prepared to go the extra mile
 - Considers the short and long term impact of decisions
 - Understands and works to achieve agreed SMART objectives

9. Management Approval – To be completed by document owner

Version:		Date:	
Document Owner:			

10. Employee Approval – To be completed by employee

Employee Name:		Date:	
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