

Job Description:

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

1. Purpose of the Job

- To lead the People Operations Team for Events creating structured, commercially focussed labour plans, adopting industry best practice, that enhance people performance and enable operations to deliver outstanding guest experiences.
- Support the People Operations function for events at Ascot Racecourse, to ensure all labour is accurately planned and forecasted in line with labour productivity initiatives and budgets, to meet company and client objectives
- Coach and nurture a team to ensure skills and knowledge are developed, aligned to the strategic goals of the business.
- The role is accountable for delivering effective labour plans for prestigious events, ensuring consistent service, accountability for commercial spend and building a strong pipeline of skilled casual workers to enable us to flex labour according to the nature of the event.

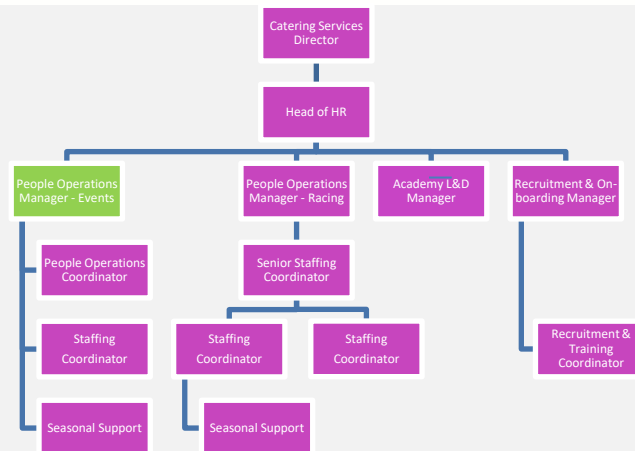
2. Dimensions

Characteristics:	• Accountable for off-site events such as The Open, Seniors Golf, BMW PGA, Henley Royal Regatta • 3500 casual workers engaged during Royal Ascot • Based at Ascot Racecourse (Sodexo Live!)
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3. Context and Focus

- Apply Sodexo Live! policies and procedures to ensure effective planning and management of a large-scale casual workforce
- Manage the delivery of the staffing function for off-site events and non-race day business, in line with labour productivity initiatives and budget
- 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 event 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, off-site attendance at events (predominantly Summer) 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 an allocated portfolio of events
- 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

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
- 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 event budgets for all other labour related lines (staff transport, accommodation, uniform and laundry)
- Work with the Head of HR and Raceday People Operations Manager to deliver Royal Ascot, other Racedays and Events at Ascot
- Manage the Weekly & Monthly reporting of labour lines, identifying any potential overspend or risks and work with the operators to minimise impact

- Support the payroll administration function and ensure that all wages are submitted in a timely and accurate manner
- 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 for all events
- Manage early engagement with casual managers, monitoring their availability for events 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 the core agencies to ensure they are delivering against SLA's and manage the 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
- Support the team to meet all Ascot Racecourse & event KPIs
- 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 Salus 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
- 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
- Confident in the use of Microsoft programmes including Excel
- 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

8. Management Approval

Version: 1.0

Date: May 2026

Document Owner: Caroline Hawkins

9. Employee Approval

Employee Name:

Date: