

Job Description: Sodexo Live!

Function:	Operational
Position:	Staffing & Recruitment Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Event Manager / Head of Events
Additional reporting line to:	Head of HR, Ascot Racecourse
Position location:	Remote and specific site location, including Ascot Racecourse

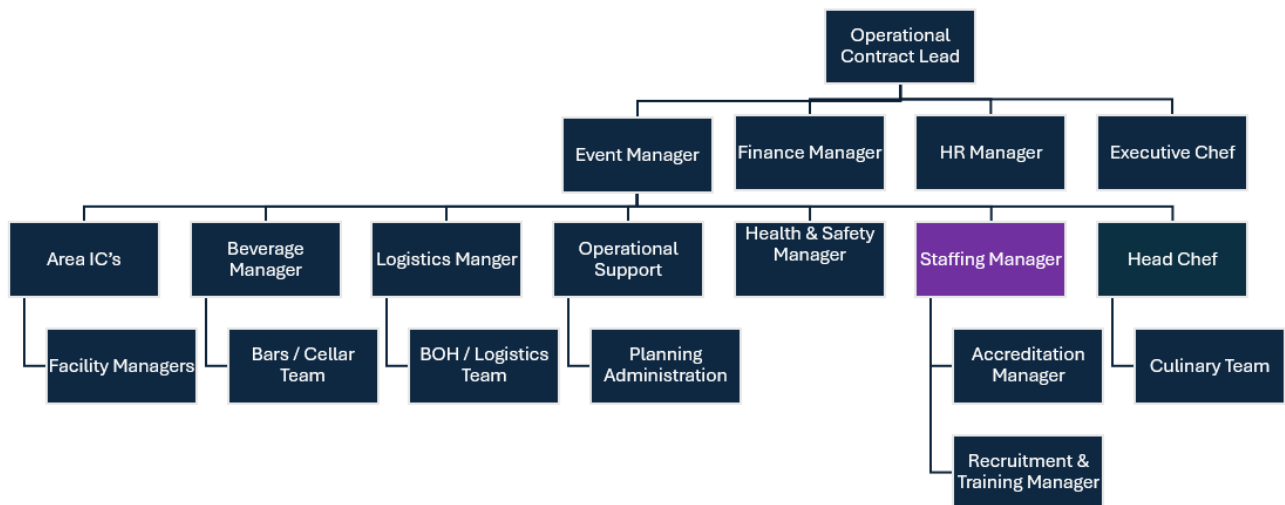
1. Purpose of the Job – State concisely the aim of the job.

- To manage and deliver all staffing requirements for specific Major Sporting Event, including, but not limited to, recruitment, training, labour forecasting and controlling
- To work across several areas of the business e.g. recruitment, hospitality, retail, management, chefs and back of house teams
- To ensure effective Recruitment and Selection of staff, utilising the supporting brand materials and collaborations
- To work collaboratively with the staffing teams based within Ascot racecourse and central HR teams in Sodexo Live! and Sodexo leveraging on their expertise and support across the business area
- Promote Sodexo Live! and 1711 by Ascot as the preferred employer both internally and externally, by adhering to the company recruitment policies
- To provide proactive support to the business areas, ensuring consistent delivery of the Staffing and Events business plan

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.

- Recruitment in region of the major event site
- Circa 700 members of staff across 7 operational event days and 4 set up and breakdown weeks
- Onboarding of 70-100 managers and chefs
- Manage a training budget, ensuring all staff have completed all mandatory training prior to arrival onsite
- Management of overall labour budget (£1.5M), staff travel (£100k), accommodation (£350k) and uniform (£30k)

3. Organization chart – Indicate schematically the position of the job within the organization. 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.

- Staffing financial performance reported with actual costs compared to budget forecasts pre and post event
- Meeting agreed staffing objectives within budget, with focus on quality of staff and performance of service level delivered
- Full compliance to Employment Legislation at all times in all aspects of the role
- Ensuring best practice procedures and HR policies are consistently applied throughout the events team and business
- Working as part of the operational team, being accountable for all parts of the staffing operation
- Management of the workforce, ensuring they arrive for work on time in the correct uniform and that their performance whilst on shift meets the standards and expectations of both Sodexo and the event client
- Management of all staffing related costs, including accommodation, travel, uniform and subsistence for each account
- Implement robust training plans specific to each business area
- Effectively work with a number of different key stakeholders

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

To manage the recruitment/staffing and training objectives and planning for the event

- Reporting of the forecasted staffing costs, including management, direct/agency staff, transport, accommodation, uniform and expenses for all accounts with regards to events and functions
- Where required source/book accommodation, transport and uniform for workers within the accounts budget
- Utilisation of Humanforce and Mapal from a compliance perspective to manage all staff onboarding, training and time and attendance processes
- Ensuring all staff are paid correct wages in a timely manner. Any wages queries are dealt with efficiently and quickly
- Ensuring that all invoices are processed and submitted in a timely manner to ensure the accounts are closed by month end
- Ensure the event is fully staffed with staff members of a high calibre and in line with staffing ratios
- Communicate to staff necessary information relating to the event, e.g. start dates, accommodation, pay rates, parking etc...

To be responsible for day to day operation and supervision of an account

- Manage the staff check-in process during an event. Resolving staffing issues proactively.
- Responsible for reporting actual staffing costs, accruing accurate costs for outstanding invoices.
- Manage and monitor feedback on our staff and action appropriately
- To support and manage the training of staff during events. i.e. training on customer service, and hospitality service as per company policy.
- To compile all training paperwork in a timely manner as per Sodexo Live and 1711 by Ascot policy, working with the online platform Mapal and implement at the event

Proactively support the recruitment of workers. Whilst positively promoting the company brands

- Manage the recruitment of new workers, adhering to the company policy. E.g. interview, eligibility to work in UK and Ireland, reference, etc
- Liaising with and creating contacts for recruitment opportunities, e.g. jobcentre plus, university student unions, recruitment fairs, career open days etc
- Advertise employment at the event using the nominated brand.
- Representing the company at career open days, recruitment fairs and college visits where appropriate
- Manage the staffing email address, responding to queries in a timely manner
- Manage the recruitment database, including chef, manager and local recruits
- Ensuring all recruitment follows a compliant process and everyone experiences an engaging onboarding
- Maintain and create personnel records for all staff

To complete all other duties as required

- Ensure all employment legislation and regulations are adhered to minimising any risk to the company
- Liaise with agency partners to ensure they understand our expectations and requirements including providing the correct calibre of staff, meeting allocation and accreditation deadlines, finalising timesheets and invoicing in a timely manner
- Staffing issues are brought to the attention of the Senior Manager.
- Accident reporting procedures are adhered to.
- All staff receives an appropriate health and safety training/briefing prior to the event

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.

- To ensure that all areas are fully staffed to agreed ratios through the entire event, reporting forecasts and actual costs within the agreed timeframes and to a high level of accuracy
- To deliver induction and skills training, to ensure that all accounts are staffed with individuals of the correct calibre and with the appropriate skill level, liaising with Event Managers to ensure standards are continued throughout the event
- Ensuring that best practice procedures and HR policies are consistently applied
- Full compliance to Employment Legislation at all times
- Deliver a reward and recognition scheme to drive engagement from the staff throughout the event
- To ensure that Sodexo Live! and 1711 by Ascot are seen as the preferred employer both internally and externally

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

- Knowledge and understanding of UK and Irish recruitment and employment legislation
- Comfortable working as part of a team and adaptable to working alone, remotely
- Experience of working in the event industry
- Experience working in a staffing function and using a workforce management system
- Motivated and proactive, confidently able to manage workload and different tasks simultaneously
- A flexible approach to working hours
- Excellent written and verbal communication skills
- Confident in the use of MS Office, especially Excel along with other computer programmes

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

9. Employee Approval – To be completed by employee



Employee Name		Date	
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