

Job Description:

Planning Co-ordinator

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| Function:  | Planning |
| Position:  | Planning Co-ordinator  |
| Job holder:  |  |
| Date (in job since):  |  |
| Immediate manager (N+1 Job title and name):  | Planning Manager |
| Additional reporting line to: | Senior Planning Manager |
| Position location: | Planning Team |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Support event day planning and administration for all fine dining hospitality requirements, ensuring accuracy of information
* Provide an effective and seamless liaison between the clients’ requests, the sales team, logistics and all operational departments
* Work closely with the operational team to support delivery of racedays and events collating fine dining summary data and processing orders relevant to fine dining
* Coordinate and develop ‘on brand’ and compliant hospitality collateral, (such as menus, wine lists, allergen information) used for Fine dining restaurants, processing guest information and supporting the development of management briefing and training packs
* Provide administrative support for raceday hospitality and collate guest feedback during the raceday or event, as required
* Manage hospitality enquiries over the telephone and via emails, taking and processing all bookings and keeping on top of all enquiries
* Ensure that all the processes are in place for each event, so that each client is correctly invoiced and that every sale is captured
* All administrative tasks undertaken by the planning team as a whole
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| 2. Dimensions . |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| Ascot is the flagship site for Sodexo Sports & Leisure and as such needs to be industry leading in both quality of operation and service delivery.The role requires attention to detail, the ability to manage time efficiently, as tasks are time sensitive, to ability to be flexible and react to changing priorities and to be able to respond to Ascot special client requests, offering deliverable solutions to challengesThe role will:* Act as the interface between the Ascot Sales team, guests and operational departments
* Build strong working relationships with kitchen, cellar and logistics teams to ensure requirements are communicated and updated as necessary in a timely manner
* Support a sales team that need guidance on the catering and operational aspects of a booking
* Deliver exceptional customer service over the telephone and written communication and be able to solve problems as they arise
* Ensure best practice procedures within the planning team are consistently applied
* Be a crucial part of the broader planning team
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| 5. Main assignments  |
| * Work collaboratively with the planning team and undertake any reasonable requests made by the team or operational leads
* Coordinate all aspects of hospitality planning, including developing managers briefing packs, coordinating price changes and menu changes and share relevant documentation with necessary teams in a timely manner
* Produce the menu packs required for each race day and liaise with the printers to ensure deadlines are met and all hospitality guests receive the correct information ahead of the raceday
* Attend raceday and events planning meetings
* Ensure that all information received directly from an external client or ARL (Ascot Racecourse Ltd) is managed correctly through the system
* Handle all telephone enquiries and ensure all queries are dealt with quickly and efficiently
* Liaise with the kitchen, cellar and logistics teams to ensure all requirements are communicated and updated as necessary in a timely manner
* Ensure the hospitality database is updated and compile/maintain departmental information folders
* Prepare and complete menu presentation notes, in conjunction with the Executive Head Chef, for racedays including any financial information and relevant data
* Producing table menus for all fine dining areas, for all events
* Ensure that all equipment, flowers, guest service requirements etc. are ordered in a timely manner and are in place at the correct time and to the agreed standard
* Work with the Marketing team to ensure that all new and existing food and beverage offers are photographed correctly and used in raceday marketing
* Field complaints and ensure these are handled with by your Line Manager in a timely manner
* Process hospitality order forms liaising with the ARL Accounts department
* Support the commercial department in the production of invoices post-race day
* To undertake any reasonable requests made by the Retail Operations Team and the Planning Team
* Administration and office duties working with the planning team
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| 6. Accountabilities  |
| * Develop an excellent working relationship with all department leads and external clients, using open and positive communication
* Ensure every internal or external enquiry is handled quickly, efficiently and professionally
* Ensure all information distributed is accurate and timely to enable operational and support functions to be able to deliver successful events
* Provide raceday, support as required
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| 7. Person Specification  |
| **Essential*** Committed to deliver against the core values: elegant, original and uplifting
* Excellent customer service skills and professional approach
* Motivated and adaptable, confidently able to manage workload and different tasks simultaneously
* Excellent written and verbal communication skills
* Knowledge of Microsoft Office specifically Outlook, Word, Excel, PowerPoint and Publisher
* Ability to demonstrate organisational skills and attention to detail
* Ability to manage multiple tasks and prioritise information in an extremely busy environment
* A flexible approach to working hours and days
* A positive attitude and the willingness to support colleagues
* Adaptability and resilience

**Desirable*** At least 1 years Events experience
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| 8. Competencies  |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
* Rigorous management of results
* Brand Notoriety
* Commercial Awareness
* Innovation and Change
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| 9. Management Approval  |
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| Version | V4 | Date | 24/03/2021 |
| Document Owner | Caroline Hawkins |

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| 10. Employee Approval  |
| Employee Name:Date: |