

Job Description:   
Planning Manager:

Maternity Cover

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| Function: | | | | Planning | | | | | |
| Position: | | | | Planning Manager: Maternity Cover | | | | | |
| Job holder: | | | |  | | | | | |
| Date (in job since): | | | |  | | | | | |
| Immediate Manager  (N+1 Job title and name): | | | | Senior Planning Manager | | | | | |
| Additional reporting line to: | | | | Hospitality Operations Manager | | | | | |
| Position location: | | | | Ascot Racecourse, 1711 by Ascot | | | | | |
| 1. Purpose of the Job | | | | | | | | | |
| * Support the Senior Planning Manager to manage the planning team to ensure fair distribution of workload and timely completion of tasks * Mentor and manage the planning coordinators * 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 Building strong relationships with both the Sodexo operational teams & Ascot Racecourse Limited (ARL) * Coordinate and develop ‘on brand’ and compliant collateral, (such as menus, wine lists, allergen information) processing guest information and supporting the development of management briefing and training packs * Drive all administrative output for racedays and events * Oversee the management of ARL and guest enquiries and act as the lead on more complex complaints * Ensure that all the processes are in place for each event, so that each client is correctly invoiced and that every sale is captured * Support the finance team to ensure all invoices are processed accurately * Support the Senior Planning Manager to manage fixed ops budget lines, as agreed * Ensure all planning activity supports the Guest Code of Conduct * Manages the Hospitality Boxes online ordering processes and procedures with Kappture software | | | | | | | | | |
| 2. Dimensions | | | | | | | | | |
| Account Value | £17.86m |  |  | |  |  |  |  |  |
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| **3. Organisation Chart** |
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| **4. Context and Challenges** |
| * Time pressures; be highly organised, able to prioritise and work to strict timelines, whilst delivering to a very high standard * Manage multiple changes in customer requirements, ensuring accuracy of data captured and effectively communicating with all relevant departments to meet customer expectations * Customer Dissatisfaction; jobholder must be able to professionally manage and respond to all customer feedback * Ensure accurate information is produced to allow operational departments to deliver service excellence * Managing Customer Expectations to ensure operational solutions can be delivered |
| **5. Main Assignments** |
| **Management**   * Deputise for the Senior Planning Manager * Ensure the smooth running of the planning office and allocation of workload for the planning team * Line manage, coach and mentor colleagues within the department * Ensure that all information received directly from a client, ARL or the sales department is accurately captured and managed correctly through the system, by the relevant planner * Ensure the planning coordinators are providing relevant invoicing information to the commercial team, in a timely manner * Manage and prioritise the planning office administration and delegate to the appropriate member of the planning team * Ensuring the planning team are updating the processes and procedures manuals * Good understanding of booking software   **Client Liaison & Guest Experience**   * Provide an effective and seamless liaison between the internal and external clients, sales, logistics and all operational departments and ensure all information is being passed to them in good time * Schedule regular meetings with ARL Sales and Boxes teams to monitor and develop the best working practice and develop effective communication channels with all * Be involved with package building for Royal Ascot and Ascot racedays from the beginning of the process * Support the creation of bespoke identities for new Royal Ascot areas, paying attention to client expectation, brand, collateral, colour schemes and food concept * Manage aesthetics for all areas, working closely with the ARL operations team, florists and Head of Fine Dining and Boxes, to choose linen and any bespoke client requirements * Manage and update the fine dining wine stocking policy; review raceday wine sales and work collaboratively with the Cellar Manager to agree fine dining wine lists, package wine selections and required stock levels to be held * Support the Senior Planning Manager to manage the relationship with Hallgarten & Novum, 1711 by Ascot approved wine supplier. Be involved in the process of creating new wine lists and agreeing the new pricing structure * Be a point of contact within 1711 by Ascot for celebrity chefs, working closely with the Divisional Executive Chef, to ensure seamless transition from planning through to delivery * Attend all menu tastings related to fine dining and boxes, giving constructive feedback to ensure menus meet consumer expectation * Prepare and complete menu tasting notes, in conjunction with the Head Chef, for each VIP menu tasting * Manage Raceday menu planning and oversee the creation of timelines for all fine dining and boxes menus * Liaise with ARL marketing team to ensure their timeline is being adhered to for Royal Ascot and Ascot Racedays * Proof-read all boxes and fine dining collateral produced by marketing * Support high-profile guests and develop strong working relationships with their representatives * Liaise with the Operations Manager to monitor and drive all upselling and keep accurate records, to enable invoices to be raised   **Raceday Accountability**   * Attend regular meetings with the Fine Dining and Boxes Management team * Oversee the raceday fine dining, ARL areas and Boxes planning for all racedays   **Projects**   * Co-ordinate the development of a new planning booking system and working closely with the team to plan and implement this system   **Financial**   * Responsible for raising POs for the planning team * Manage and create the pricing document process for site with the General Manager and Head of Retail * Creating selling prices for all box enhancements and upsells * Creating the ‘at cost’ documents for Ascot racedays and Royal Ascot; collation of all areas chargeable at cost to ARL and liaison with the operations team and commercial team to ensure accurate invoices are raised for all ‘at cost’ areas * Support the development of the annual Profit Share Selling Prices (PSSP) master sheet, which reflects the price of package charged to the joint venture partner * Analysis of EPOS sales and boxes statistics to track trends and ensure correct products are offered and there is evidence of effective upsell   **Administration**   * Manage telephone enquiries and ensure all queries are dealt with quickly and efficiently * Manage the fine dining and boxes print budget, controlling and capturing all costs * Briefing and liaising with all external printers for any bespoke requirements * Compile and maintain departmental information folders * Ensure client history and contact data is kept up to date * Responsible for the sites flower budget, working closely with the Chief Operating Officer (COO) from ARL * Attend relevant courses and identify suitable courses to enable the planning team to develop their core skill base |
| 6. Accountabilities |
| * Positive working relationships established with colleagues from all internal departments, visitors, customers, the management team, raceday guests and key suppliers * Ensure the correct information is distributed to set up teams and raceday operational teams, to ensure all areas are set correctly and customers’ requirements are efficiently met * Respond to and manage changes to customer requirements to ensure operational delivery on racedays |
| 7. Person Specification |
| **Essential**   * Committed to raising the standard in every aspect of working life * Committed to deliver against the core values: elegant, original and uplifting * Ability to work under pressure and deliver deadlines * Ability to communicate in a proactive and positive manner * Ability to be flexible and adaptable * Experience of working in a very busy industry * Knowledge of hospitality or a service led sales industry would be advantageous * Exceptional customer service skills and empathetic to customer requirements * Creativity and innovation * Integrity, commitment and diplomacy * The willingness to work in a spirit of partnership * Excellent oral and written communication skills * Excellence in financial reporting * Excellent administrative skills * Excellent client services skills * Experienced with online sales software * Strong ICT skills, e.g. Microsoft Outlook, PowerPoint, Publisher, Word and Excel |

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| 8. Competencies |
| |  |  | | --- | --- | | * Growth, Client and Customer Satisfaction / Quality of Services provided | * Teamwork | | * Team Management | * Innovation and Change | | * Brand Notoriety | * Planning and Organising | | * World Class Service | * Ability to multi-task | | * Attention to Detail | * Competent using online sales software | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | 1.0 | Date | 24/03/2021 | | Document Owner | Caroline Hawkins / Paul Paisis-Oakwell | | | |

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| 10. Employee Approval – To be completed by employee |
| Employee Name:  Date: |