

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
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| 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
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| **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
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| 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
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| 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  |
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| * Growth, Client and Customer Satisfaction / Quality of Services provided
 | * Teamwork
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| * Team Management
 | * Innovation and Change
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| * Brand Notoriety
 | * Planning and Organising
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| * World Class Service
 | * Ability to multi-task
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| * Attention to Detail
 | * Competent using online sales software
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Caroline Hawkins / Paul Paisis-Oakwell |

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