

Job Description:   
Staffing Coordinator

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| Function: | | | | HR & Training | | | | | | | | |
| Position: | | | | Staffing Coordinator | | | | | | | | |
| Job holder: | | | | N/A | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Federica Carnesella – Senior Staffing Coordinator | | | | | | | | |
| Additional reporting line to: | | | | Katie Brickell – People Operations Manager | | | | | | | | |
| Position location: | | | | Ascot Racecourse | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To support the 1711 by Ascot People Operations team to deliver the staffing requirements for Racedays, Conference and Events and the Major Events business * Engage with agencies to build rapport with representatives to ensure they understand our requirements and are focused to deliver * To support direct recruitment of casual workers * To work across with Operational Managers within the business to identify their staffing requirements and deliver a plan to fulfil these requirements (hospitality, retail, boxes and major events operation) * To manage time and attendance of casual workers on race and event days * To ensure effective recruitment and onboarding of casual staff for 1711 by Ascot and Major Events * Promote Sodexo as the preferred employer, both internally and externally, by adhering to company recruitment policies * To provide proactive support to the business, ensuring consistent delivery of the Staffing/HR strategy and Events business plan | | | | | | | | | | | | |
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| 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. | | | | | | | | | | | | |
| Revenue FY21: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce |  | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region : |  | |
| Cash conversion: | | tbc |
| Characteristics | |  | | | | | | | | | | |

Draft. Version: 27-03-2014

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| 3. Organisation Chart |
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| **4. Context and main challenges** |
| * Produce financial performance reports related to casual labour with actual costs compared to budget forecasts * Meet agreed staffing objectives within budget, with focus on quality and consistency of allocating staff * Full compliance to Employment Legislation * Ensuring best practice procedures and HR policies are consistently applied * Working as part of the Staffing team, being accountable for casual labour within Boxes, Hospitality and Fine Dining, Retail, Conference & Events at Ascot and Major Events accounts * Developing strong relationships with the operational account holders you are required to support * Operational role with a requirement for weekend work and an element of anti-social hours * Support development of junior colleagues and supervising the casual Staffing Support team on event and racedays |

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| 5. Main assignments |
| * To deliver the recruitment, staffing and planning objectives for Ascot and Major events Operational Accounts * Using the on-site time and attendance system to effectively to plan and roster staff for all agreed accounts * Reporting the forecasted staffing costs, including management, direct and agency staff, transport costs, accommodation, uniform and expenses for allocated accounts with regards to racedays and events * Complete all tasks as requested by the HR and staffing team * Ensuring all employees are paid correct wages in a timely manner and any wages queries are dealt with efficiently * Liaise with agencies to provide timesheets, handling any queries and processing their purchase orders. * Ensuring that all invoices are processed and submitted in a timely manner * Ensure all racedays and events are fully staffed with staff members being of a high calibre * To develop excellent relationships with casual staff, the Management team and the Ascot client * Communicate to staff, both full-time and casual, necessary information relating to the raceday/event, e.g. start dates, accommodation, pay rates, parking. * To be responsible for day to day operations and supervision of a staff check-in account * Manage staff check-in during racedays and events, identifying any shortages and resolving staffing issues proactively * Support managing the casual staffing team, to ensure all staff going onto site are in the correct uniform and conform to dress code standards * Provide reports for actual staffing costs, accruing accurate costs for outstanding invoices * To keep your operational team updated with staffing levels and raising any at risk areas in a timely manner * Support the recruitment and training of casual employees. Whilst positively promoting the relevant brands * Support the recruitment of new casual employees, with assessment centres, adhering to the company policy. E.g. interview, eligibility to work in the UK, reference, etc * Representing the company at career open days, recruitment fairs and college visits where appropriate * Manage the “1711 by Ascot” Inbox – for recruitment and training queries * Use the company recruitment tool effectively to support recruitment campaigns * Ensuring all casual employees receive a starter pack to make sure they are on-boarded correctly * Maintain and create personnel records for all casual staff * Support the delivery of our Ascot Academy induction sessions for new starters * Support the training of staff during racedays and events   Other   * To complete all duties as requested by the Senior Staffing Coordinator * To support colleagues across all areas of the business as required * Ensure all employment legislation is adhered to minimising any risk to the company, applying the following regulations:   1. Working Time Directive Regulations   2. The Asylum and Immigration Act   3. Disability Discrimination Act   4. Minimum wage * Ensure all staffing issues are listened to and escalated to the appropriate person to resolve * Ensure accident reporting procedures are adhered to |
| * Forecast and report actual labour costs within agreed timeframes and with a high level of accuracy * Ensuring that best practice procedures and HR policies are consistently applied * Ensure all racedays and events are full staffed, with the correct calibre and skill level, to the agreed ratios provided by the operational team |

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| 6. Accountabilities |

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| 7. Person Specification |
| **Essential Skills & Experience**   * Experience of working in the event or service industry * Experience working in a Staffing function * Motivated and adaptable, confidently able to manage workload and different tasks simultaneously * Excellent written and verbal communication skills * Confident in the use of MS Office, especially Excel along with other computer programmes * A flexible approach to working hours and days * A positive attitude and the willingness to support colleagues * Adaptability and resilience * Organised and professional approach * GCSE in Maths and English with a minimum grade of 4 or C   **Desirable**   * Experience of using Humanforce TimeTarget * Experience of managing a direct report |

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| 8. Key Competencies |
| * Leadership & People Management * Growth, Client & Customer Satisfaction / Quality of Services provided * Brand Notoriety * Commercial Awareness * Employee Engagement |

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| 9. Management Approval – To be completed by document owner |
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| 10. Employee Approval – To be completed by employee |
| Employee Name:  Date: |