

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
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| * 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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| Version | V3.1 | Date | 24/03/2021 |
| Document Owner | Caroline Hawkins, Head of HR, Ascot Racecourse |

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