

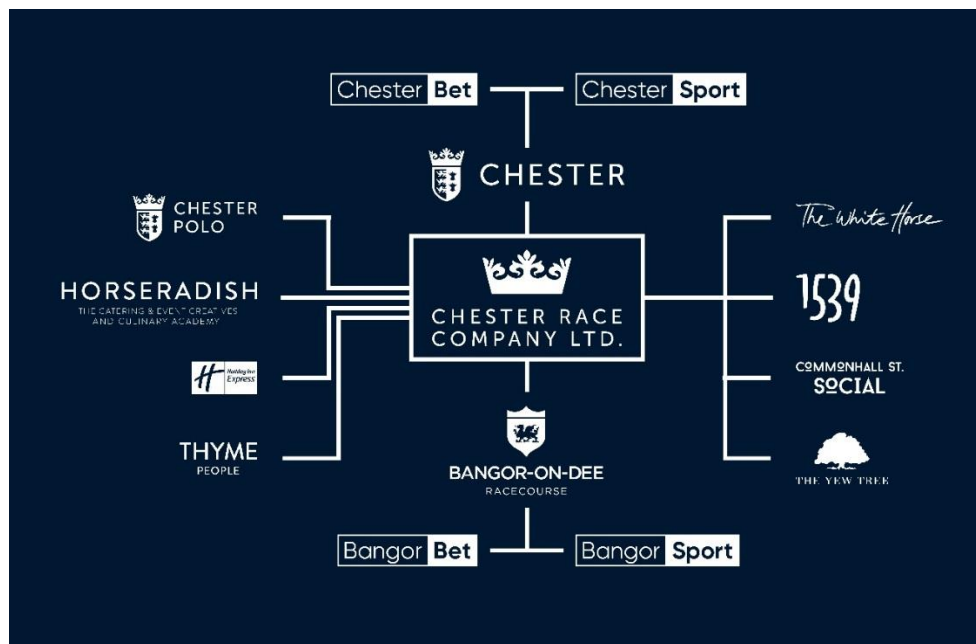
People Operations Manager

Job Title:	People Operations Manager
Salary:	CIRCA £25k - £28k
Bonus:	Competitive based on achieving agreed KPIs
Hours:	8.30am – 5pm based on 5 from 7 days. Flexibility required for some weekend and evening work

The Company

Chester Racecourse are a continuously growing organisation within the leisure and tourism sector. Whilst the core activity is horseracing, there is continual scope for the development of business opportunities within the brand through the enhancement of the organisations commercial strategy. The organisation will achieve a turnover in excess of £33m in 2018, and aims to continue to expand the brand portfolio. The business is well positioned to embark on a period of sustained growth and the organisation is diverse in its offering with several divisions delivering a complexity of services.

Chester Race Company Ltd, is made up from the following divisions:



The Role

To manage and streamline the staffing function of variable labour between Stewarding, Catering and Gaming divisions. To also support the HR function on a day to day basis.

Principle Duties & Responsibilities

- Oversee the staffing of all events (stewards/Catering/Gaming) ensuring they are adequately resourced with appropriately skilled staff

People Operations Manager

- Implement and assist in training and development programs
- Oversee the uniform distribution and management of budget
- Manage the weekly rota system, including authorisation of all payroll expenditure in keeping with the budget
- Assist the recruitment manager to ensure that agency usage is kept to a minimum
- When working with agencies ensure that a partnership relationship is maintained, and quality standards upheld
- Oversee the induction and training sessions for all casual workers
- Ensure all staff databases are kept up to date and are accurate
- Demonstrate awareness of employment competitors, legal updates and employment trends
- Have sound financial acumen, including profit and loss awareness
- Take a lead role on staff welfare, staff engagement and focus on retention
- To assist the Head of HR with administrative duties where required
- To lead HR initiatives and projects when required
- To manage first stage disciplinary/grievance procedures
- To effectively manage and oversee the labour planning software ensuring it is being used to its full potential
- To drive staffing efficiencies across the various divisions, where possible job sharing to maximise output

The role of People Operations Manager will offer exposure to a broad range of HR activity with a specific focus on variable labour strategic planning. The diversity of the organisations portfolio of brands ensures that no two days are the same, and provides endless opportunities to shape the way the business operates from a HR perspective. The company offer a relaxed enjoyable environment to work in whilst being a part of a thriving team.

Report lines and key stakeholders



People Operations Manager

The Package

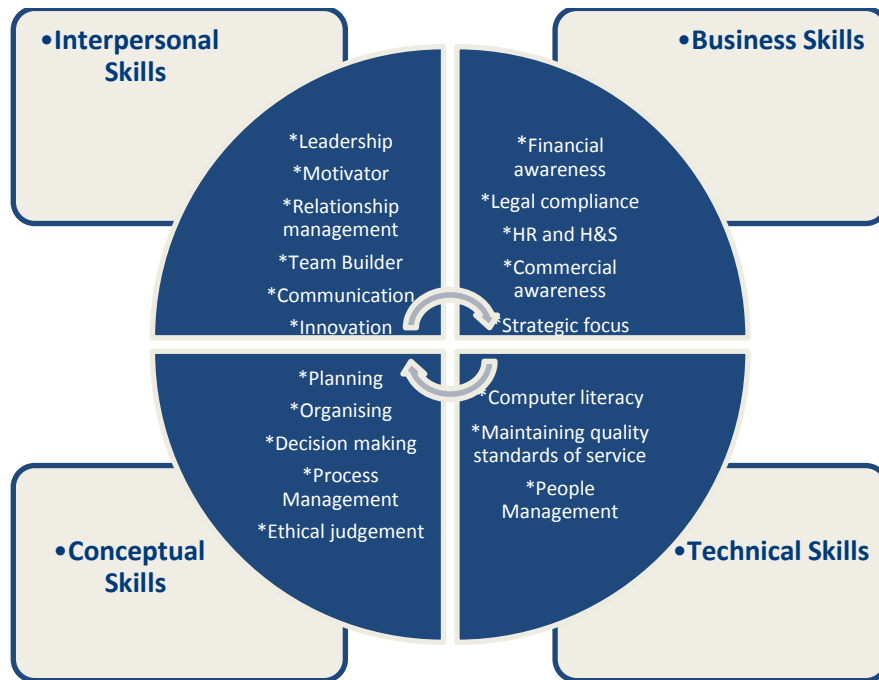
Basic Salary	CIRCA £25k - £28k
Bonus	competitive based on achieving agreed KPIs
Hours of work	8.30am – 5pm based on 5 from 7 days. Flexibility required for some weekend and evening work
Healthcare	Private medical cover through BUPA (after 12 months service)
Cash Plan	Individual cash plan with Medicash
Pension	3% contribution from employee, matched with 7% from employer (after 12 months service)
Additional benefits	Free staff lunch, car parking, uniform, discounted race tickets, restaurant discounts
Life insurance	Death in service – 4 times salary
Expenses	All business expenses covered

The individual

- Proven Management experience, being able to demonstrate outstanding interpersonal skills.
- Large venue and multi-site operational experience
- A proven leader, good communicator and motivator
- Experience in dealing with colleagues at all levels
- Can build good working relationships with key departmental stakeholders
- Strong HR and staffing background with good financial acumen
- Good financial knowledge with a particular understanding of payroll costs and the impact on the business
- Ability to promote and implement change
- A sound understanding of current basic employment legislation
- Creative flair with a strong commitment to quality, customer service and with an excellent attention to detail.
- Strategic thinker and innovator with integrity and resilience.
- Collaborative style of working and enjoys working as part of a team whilst leading from the front.
- A “do-er” who is able to ‘roll their sleeves up’ when required and resolves issues with minimum fuss.
- People-centred with an ability to instil confidence and trust in others.

People Operations Manager

Skills & Attributes Required



How to Apply?

To apply for this position, send a CV and covering letter outlining your experience and suitability for the post. Email your application to jobs@chester-races.com