
JOB DESCRIPTION

Job Title: Race Director / Duty Manager

Year Commencing: May 2024

Job Location: Daytona Sandown Park

Reporting To: General Manager

Place in Organisation: Management team

Contract Type: Full-time / permanent (requires flexibility for 7 days operational business).

MAIN PURPOSE OF JOB

To assist the General Manager and Track Manager in managing all departments & projects and to oversee the effective operation of the day-to-day running of the venue and supervision of staff whilst ensuring the venue is operational in a timely manner affirming kart and track presentation and performance whilst ensuring customer care and team performance management and monitoring.

General Responsibilities:

- 1) To be directly responsible for the operation of the venue when scheduled to work as the duty manager.
- 2) To ensure that the Track rota is complied with and staff are rotated onto breaks ensuring the business is running as lean as possible whilst maintaining a safe environment for both guests and staff.
- 3) To be responsible for monitoring the circuit. Correctly issuing signals to drivers and correctly relaying information to all staff. Ensuring regulatory control of races safely at all times.
- 4) To carry out all the duties of a Race Director/Duty Manager when acting as a Race Director on regular basis and as and when required.
- 5) To liaise with the engineering team ensuring that kart maintenance and testing of the kart fleet has been carried out and is to an acceptable level of safety and presentation. Fleets test results must also be sent to both the

Ops and General manager. The digital records must also be kept up to date.

- 6) To work closely with the GM to code correctly purchase orders to profit centres, and then to invoices raised.
- 7) To ensure the whole site is maintained to the correct Company presentation levels and ensure the daily setup and close down procedures are carried out.
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- 9) To compile monthly stock checks and to order replacement stock as necessary and in accordance with budgetary restraints.
- 10) To assist the General Manager, Group HR Director & Departmental Managers with the recruitment of the venue team.
- 11) To assist the Ops Manager with staff training, monitoring & evaluation as and when necessary; giving instruction to subordinates to ensure company procedures are undertaken and completed safely and in compliance with all relevant regulations.
- 12) To check & ensure all track training records are sent to the HR department as and when training is undertaken.
- 13) To ensure that track team staff's professional presentation is maintained to Daytona standards at all times by ensuring PPE, uniform items and personal standards are maintained. Where necessary to liaise with AGM/GM for replacement of these items.
- 14) Working with the department managers to oversee and assist with the maintenance of the venue.
- 15) To work with all team members to ensure that they are given the necessary tools and help in their career progression and to report any issues to the GM & HR Director.
- 16) To co-ordinate with all departments on event timings and requirements to ensure all customer expectations are met.
- 17) To assist the General Manager in organising & conducting team reviews & appraisals in accordance with Company Policy and Procedure.
- 18) To ensure that the venue team operates within the regulations set down both statutory and company.
- 19) To liaise with all other managers and department heads at the weekly Events Planning Meeting (EPM) and ensure that the staff rota corresponds with the events and requirements of the role and or as per the instruction by

the Management team.

- 20) To be fully conversant with Daytona's computer booking and timing systems.
- 21) To ensure that all paperwork relating to new staff members is completed correctly and forwarded to HR within the correct timescales.
- 22) To ensure all staff absences are reported to Ops Manager and Group HR department, to include holiday, sickness, no show, and contract renewal.
- 23) To ensure that at all times the job holder has a full awareness of the company's customer care goals and to use their best endeavours to implement them through their own actions and attitude.
- 24) To build and maintain relationships with all venue suppliers and to ensure the best possible price at all times.
- 25) To consistently maintain & improve a professional and memorable experience for our customers at all times.
- 26) To undertake any task given by the General Manager & Senior Management to ensure the seamless operation of the business.
- 27) To quickly learn and practice the Company's Policies & Procedures and ensure compliance at all times.
- 28) To be fully conversant with the licensing regulations pertaining to the Pavilion Bar.
- 29) To work in a manner that supports and promotes teamwork both within your department and with other departments.
- 30) To be fully aware of, and carry out the duties of the Fire, fire evacuation & incident procedure as required by statutory & Company policy within the correct timescales.
- 31) To be fully conversant with, and abide by the rules, regulations & procedures laid out in the Staff manual, Employee handbook and NKA guidelines.
- 32) To attend any work-related courses, functions and or training sessions as and when directed by the General Manager.
- 33) To communicate clearly and effectively with customers, dealing with any and all queries.
- 34) To be responsible for developing and delivering staff training, reporting requirements, and verifying all training aids with the GM.

- 35) To highlight to the GM any faulty/damaged equipment anywhere on the venue which will need repairing, assisting with repair/replacement as necessary.
 - 36) To ensure that all money handling procedures are adhered to at all times.
 - 37) To ensure that First aid at work certification is current and that all first aid procedures are adhered to.
 - 38) To be fully conversant with all timing systems in use.
 - 39) To work any of the company's venues as and when directed by the management team.
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Relationships:

- a) Directly reporting to the Operations Manager.
 - b) Directly responsible for all venue staff.
 - c) Direct relationship with all members of the venue team.
 - d) Indirect relationship with all other Group Employees.
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PERFORMANCE STANDARDS

- 1) To professionally and conscientiously fulfil the duties specified. To maintain confidentiality on all matters.
 - 2) To promote at all times the professional image of the company by ensuring high standards of both professionalism and presentation.
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ESSENTIAL SKILLS, QUALIFICATIONS AND EXPERIENCE

- Flexibility to work Monday to Sunday - 40hrs per week (rota system)
- Excellent communication skills.
- Excellent interpersonal skills and diplomacy.
- Experience within a customer service team environment.
- Experience or anticipation of outdoor work.
- Experience of marshalling techniques.
- Excellent eye for detail.
- Highly confident manner in public speaking.

- Experience in a management or team management position.
- First Aid at work certificate.
- Computer Literate with knowledge of MS Office