

DAYTONA 

**THE
DIFFERENCE
IS DISTINCT**

Daytona Sandown Park is recruiting for an:
VENUE OPERATIONS MANAGER

HOURS: Full time, permanent.

LOCATION: Daytona Sandown Park, More Lane, Esher, Surrey, KT10 8AN.

SALARY: £28 - £30K per annum.

As the Venue Operations Manager, you will work alongside our General Manager to lead the Track team, manage operations, and enhance the venue's overall presentation. Your role will be pivotal in maintaining Daytona's high standards and delivering an unforgettable experience for our guests.

Key success criteria for this role include:

- Take direct ownership of track operations, team management, and venue presentation.
- Collaborate with the General Manager to recruit and onboard the track team, ensuring compliance with HR procedures.
- Assist in developing and implementing training programs, ensuring all team members are well-prepared to deliver excellence.
- Conduct regular team reviews and appraisals to foster continuous improvement.
- Liaise with various departments, attending essential planning meetings to synchronize efforts.
- Fulfil the role of a Race Director / Duty Manager as required.
- Master Daytona's computer systems, for seamless operations.
- Work closely with the General Manager to manage financial transactions and documentation.
- Ensure accurate reporting of staff absences and contract-related matters to Group HR.
- Uphold company policies and procedures, emphasizing track team presentation, health & safety, and first aid.
- Communicate effectively with customers, addressing inquiries and ensuring satisfaction.
- Oversee the maintenance and cleanliness of the kart fleet, utilizing test data for optimal performance.
- Collaborate with the General Manager to address equipment maintenance needs.
- Ensure venue setup, close-down procedures, and presentation levels meet company standards.
- Coordinate with departments to meet event timing and customer expectations.

- Embrace evolving tasks to accommodate customer needs and business demands.

Candidate profile:

- Excellent communication, organisational, and interpersonal skills.
- Prior experience in a customer service team environment.
- Proficiency in outdoor work environments preferred.
- Knowledge of marshalling techniques desirable.
- Keen attention to detail and a confident manner.
- Proven experience in team management.
- First Aid at Work certificate is advantageous.
- Computer literacy, including MS Office proficiency.
- Strong common sense and problem-solving abilities.

Experience within the Motorsport and/or leisure industry would be advantageous.

Full product and service training will be provided.

How to apply:

If you are interested in this role, please send your CV and covering letter with salary expectation to: careers@daytona.co.uk quoting job ref: VOM24.

A full job description of the role is available on request.

We look forward to hearing from you.