



Position Description

Position Title	Staffing & Event Manager
Department	York Racecourse Hospitality
Location	York Racecourse
Reporting to	Head of F&B
Date Prepared	19/03/2025

CGC Event Caterers is a long established caterer with decades of experience in the hospitality industry. We operate at venues of all sizes and have exclusivity at prominent sporting, entertainment and cultural locations across the UK and is also the European Catering Division for ASM Global, the global leader in the delivery of live entertainment and events.

In the UK, we operate at the following venues:

- The Yorkshire Event Centre – Harrogate
- The Sun Pavilion – Harrogate
- LNER Community Stadium – York
- 8 Yorkshire Racecourses including the world famous York Racecourse

Our catering provision at The Award-Winning York Racecourse ranges from the operation of fast-paced, high volume, bars and food outlets in the public areas to elegant and intimate fine dining experiences within the many hospitality boxes and restaurants. CGC Event Caterers has provided catering services at the course for over 30 years and has a dedicated team of 40 full time York Racecourse Hospitality colleagues including chefs, event managers and sales executives. In addition, up to 900 catering colleagues members are deployed across the course on a race day.

POSITION PURPOSE

The key function of the Staffing & Event Manager role is to effectively recruit, retain and manage our casual catering workforce in line with the operational needs of the C&E business. This will include actively recruiting and on boarding new starters, working alongside the wider resourcing team to deliver training at the venue, Administering the time and attendance system to ensure accurate timesheet information is prepared for payroll, and ensuring appropriate staffing levels for each event. Where business need dictates, this role also requires event management, delivering small conferences, dinners and events.

KEY RESPONSIBILITIES

- Maintain a database of active casual workers across all departments that fulfils the staffing needs of the York Racecourse Conference and Banqueting Department
- Pro-actively monitor business levels and recruit in line with them;
- Work with Event Managers to assess staffing levels for events and ensure that labour costs are within budget.
- Organise and facilitate recruitment days in conjunction with the wider Resourcing team.
- Conduct online and face to face interviews with assistance from the Recruitment Co-ordinator.
- Work in conjunction with the company's Training Manager and venue team to host training sessions and develop the training program and calendar.
- Ensure that colleagues members are adhering to the company's uniform policies.
- Ensure casual colleagues are working to expected performance standards, taking relevant action as required;



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- Liaise with the Resourcing team on regular basis to ensure that the best use of the staff pool across the business.
- Establish effective supportive working relationships with colleagues, line managers and colleagues' members.
- Be a key member of the Events Management Team both leading and supporting events, such as conferencing and dinners.
- Effective communication with the client and customers

PERSON SPECIFICATION

- Ability to prioritise workload effectively and have excellent organisational skills.
- Proficient in the use of IT workforce planning & CRM systems.
- Previous experience in people management and colleagues/rota planning.
- Ability to communicate at all levels.
- Previous experience of working in the hospitality industry is essential.
- Recruitment experience desirable but not essential.

BENEFITS

- 25 days' holiday
- Life assurance
- Pension
- Healthshield - Health cash plan
- Free on-site parking
- Employee Assistance Programme
- Employee Referral Programme
- Complimentary Lunch

GENERAL INFORMATION

As this role will combine administrative and operational responsibilities it will include some evening and weekend work. This will be determined by the events diary. In addition, you may be required to work at venues and locations outside of York, to assist in the wider business, so a degree of flexibility is required.