



# Head of Operations

## Competitive Salary + Benefits

Newbury Racecourse is one of the country's leading sporting venues with a multi-functional site playing host to c. 30 racedays each year, plus a wide range of other exciting events including concerts, weddings and exhibitions. Alongside this a wide range of support businesses are operated from the site, and with ongoing and major re-development, we have transformed the site to deliver an exceptional experience for all our customers and a thriving residential community.

Newbury Racecourse now seeks an appropriately experienced individual to take up the role of Head of Operations. This is a pivotal appointment for a qualified and talented professional to join our leadership team and play a key role in the ambitious ongoing development of the racecourse, taking responsibility for built structures and facilities, as well as the operational planning, co-ordination and implementation of all racedays and other events.

Reporting into the Chief Executive, the successful candidate will ensure delivery of a first class venue and customer experience, underpinned by robust and compliant business systems and infrastructure.

Your key responsibilities will be:

- Full control of Event Day Operations, including;
  - Strategic event coordination to ensure the delivery of a safe, first-class event
  - Line management of the Operations Manager and the security team
  - Traffic Management
  - Contractor Management
  - Raceday staff management
  - Lead on customer service strategy
  - Health and Safety – acting as Safety Officer when required with overall responsibility for raceday crowd safety, response services and compliance
- Full control of all built structures on site. Specifically this will include;
  - Line management of our Maintenance Manager and team
  - Proactive and reactive maintenance, small works and refurbishment
  - Budget - delivering value for money through robust management of the supply chain, with proactive forecasting and monitoring of all budget lines for built structures.
  - Venue presentation
  - Contractor Management
  - Governance, compliance and insurance responsibilities
  - Operational planning



You will need:

- Significant depth of experience and demonstrable success in operational planning and facility management
- A successful track record of events delivery within a comparable venue, with detailed knowledge of crowd dynamics
- Detailed understanding of Health and Safety management supported by appropriate qualifications
- Outstanding communications skills, natural ability to engage with and manage senior stakeholders (both internal and external)
- Dynamism and presence, ability to act as an ambassador for the racecourse
- An interest/background in sport/racing, combined with knowledge of the recent and current issues facing this field as we emerge from Covid pressures

**To apply** please email your CV and covering letter including current remuneration details to Hugh Nickerson at Conundrum Consulting Ltd.

[apply@conundrum.co.uk](mailto:apply@conundrum.co.uk)

Quoting reference number **JID1201** in the email subject line

*All direct and third party responses will be forwarded to Conundrum.*

Newbury Racecourse PLC is an equal opportunities employer.