



Operations and Guest Experience Director

Competitive Salary + Benefits

Newbury Racecourse is an award-winning sporting venue with a multi-functional site playing host to more than 30 racedays a year plus a wide range of other events including concerts, conferences and exhibitions. We are also home to a 36-bedroom hotel, The Lodge and a leading children's nursery, Rocking Horse Nursery.

We have an exciting new opportunity for an experienced individual to take up the role of **Operations and Guest Experience Director**. This is a pivotal appointment for a qualified and talented professional to join our leadership team and play a key role in the success of the racecourse, taking responsibility for all raceday and non-raceday operations along with commercial development of our on-site hotel.

Reporting into the Chief Executive, the successful candidate will ensure delivery of a first-class venue and customer experience, whilst ensuring excellent and consistent health and safety standards.

The role will encompass full control of:

- Event and raceday operations - strategic event coordination to ensure the delivery of a safe, first-class event
- Line management of the Operations Manager, Hotel Manager and QSHE Coordinator
- Leading on our customer experience strategy
- Health and Safety, ensuring the business remains best in class and fully compliant with all regulations and legislation
- Budget management and reporting
- Management of the following areas: Cleaning, Traffic, Stewarding and Security
- Overseeing the management and commercial development of the on-site hotel

You will need:

- Significant depth of experience and demonstrable success in operational planning
- 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

In return we offer a competitive salary and attractive benefits scheme including;

- 25 days holiday per year + Bank Holidays + days in lieu for weekend racedays worked
- Free annual membership to the Racecourse
- Reduced rate childcare at the Rocking Horse Nursery on-site
- Contributory pension scheme matched up to 5%
- Private healthcare scheme
- Life assurance scheme
- Discounted Health Club membership
- Opportunities for training and career growth

To apply please email your CV and covering letter including current remuneration details to Hugh Nickerson at Conundrum search@conundrum.co.uk

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