

JOB DESCRIPTION: Staffing Manager



JOB INFORMATION

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| JOB TITLE | Staffing Manager |
| LOCATION | Head Office, Gloucester and event locations |
| REPORTS TO | Head of Operations |

OVERALL PURPOSE OF JOB

Deliver the staffing function of the FEP Bars business efficiently and within budget, to optimise event delivery in line with company standards, operational requirements and legal obligations.

Develop and implement effective and compliant recruitment policies, processes and practices to deliver an engaged workforce focused on customer service, and who will be committed to the FEP brand.

MAIN DUTIES AND RESPONSIBILITIES

Planning

- Liaise with Operations/Event Manager to develop understanding of the event;
- Identify staff requirements (skills and numbers) and produce a plan to obtain them (including the use of agencies)
- Oversee allocated budgets including casual labour, uniform, recruitment, on site feeding and accommodation, avoiding overspends at an early stage;
- Seek approval from Finance Business Partner on any non-budgeted spend;
- Make recommendations for savings and increased productivity;
- Ensure all staff are made aware of Health and Safety responsibilities and have undertaken the correct/relevant training;
- Ensure all licensing training is planned and budgeted;
- Oversee the communication process for staff prior to event, delivering the right people at the right place at the right time.

Delivery at an Event

- Deliver pre-event staff plan and numbers whilst monitoring the quantity and quality of event staff. Adjust levels accordingly to maintain service whilst reducing costs wherever possible;
- Design and implement an efficient arrival and departure process for staff at events, ensuring the staffing team are producing accurate timely data to support the payroll process;
- Attend all events to effectively deliver the full staffing function as planned;
- Ensure all Challenge 25 training is undertaken and adhered to throughout all events;
- Develop and maintain excellent employee welfare initiatives;
- Maintain and enforce a fair code of conduct for employees, including the correct appearance and brand representation;
- Authorise weekly payroll submissions for the event teams, validating unexpected payments and deductions and ensuring pay rates are accurate and within statutory limitations;
- Monitor wellbeing and sickness absence for all event staff, identifying trends;
- Ensure daily reporting occurs on site in relation to pre-event forecast and budget;
- Manage the screening process of staff to ensure those working are not under the influence of alcohol or other intoxicants.



Post Event

- Review all staff employed at each event identifying:
 - Top performers for re-engagement;
 - Training shortfalls and how to rectify them;
 - Disciplinary occurrences and confirm they were dealt with appropriately;
 - Whether welfare requirements were adequate.
- Record and monitor any temporary staff who do not meet the FEP Bars standards to ensure they are not re-engaged for other events;
- Identify and act upon lessons that can be learnt from the last event;
- Ensure efficient close out of events from a financial perspective (including recharges to other companies whether external or internal);
- Accurate capturing of all costs and KPI's and reporting these Finance in an accurate and timely manner.

General

- Develop and manage recruitment initiatives, policies and processes, in order to hold a sufficient pool of resource to meet the seasons requirements, alleviating the need to use recruitment agencies wherever possible;
- Identify, develop and manage training initiatives for all staff;
- Advising on internal casual staffing levels (i.e. yard, warehouse);
- Monitor agency statements and relevant accruals;
- Put in place and maintain SLA's to manage agency contracts, ensuring they conform to our standards and consistently deliver the quality and quantity of staff required;
- Manage the whole Resourcing function, including performance management of all team members; ensuring productivity and engagement.
- Any other ad-hoc reporting or project work as requested by the Senior Management Team;

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Essential

- Strong Leadership experience;
- Considerable experience in a fast-paced recruitment/resourcing role;
- Working knowledge of employment law, particularly in regard to recruitment, employment contracts and temporary staff;
- Excellent communication and interpersonal skills; proven can-do attitude
- Creative and pragmatic approach to change and problem solving;
- Excellent planning, time management and organisational ability;
- Fully competent user of ICT including MS Office and databases;
- Willingness to work weekends & long hours to deliver the required resourcing service to the Bars business;
- Commercial acumen with experience of managing budgets and working to KPI's;
- Ability to coach and mentor team members.

Desirable

- Knowledge and understanding of the event industry;
- Good understanding of regulations relating to Food Hygiene, Challenge 25 and Health & Safety at Work.



PERSONAL CHARACTERISTICS

- Assertive and diplomatic;
- Confident and resilient, with the ability to motivate and engage teams of people;
- Self-motivated, positive, adaptable and calm under pressure;
- Highly productive team player;
- Professional and discrete;
- "Can do" attitude and willingness to "muck in";
- Customer focussed and passionate about the events industry.