

## **Job Description**

### **Racing Operations Manager**

### **Leopardstown Racecourse**



The role of Racing Operations Manager for Leopardstown Racecourse reports to the CEO of Leopardstown Racecourse and the responsibilities & competencies required for the role are as follows:

### **Role Purpose**

- To efficiently and cost effectively manage the day to day operation of Leopardstown Racecourse to deliver high quality race day and event experiences for everyone.
- Working with and as part of the Leopardstown Racecourse and Golf Centre's Senior Executive Team, contributing proactively to the development and delivery of the company's overall strategic business objectives, and financial and operational targets.

### **Responsibilities:**

#### **Racing**

- Have responsibility for the track ensuring a best practice approach to maintenance of the track and monitoring conditions to ensure racing can take place in line with IHRB regulations and health and safety requirements
- Ensure relevant and appropriate communications are maintained with all relevant stakeholders
- Work with the Track Foreman to continually improve the racing surface and all associated racing facilities embracing progressive and innovative methods for development and improvements
- Work closely with the Clerk of the Course, and associated industry stakeholders to ensure all requirements to race are achieved by Leopardstown Racecourse
- Work with HRI Race Planning department to ensure Leopardstown Racecourse is best positioned for allocation of races
- Support the CEO in developing positive relationships with the Irish and international trainers in order to maximize representation at Leopardstown race meetings

#### **Operations & Facilities Management**

- Manage the Maintenance and Horticulture teams ensuring a planned and preventive maintenance plan is in place throughout the site and facilities to support the plans and goals of the business
- Have overall responsibility for the coordination of all race day operations (and other non-race day events) including race day/event staff

## **Job Description**

### **Racing Operations Manager**

#### **Leopardstown Racecourse**



- Manage third party contractors maintaining strong working relationships
- Work closely with the Health and Safety function ensuring Leopardstown Racecourse is fulfilling its obligations to ensure the safety of all employees, stakeholders, industry personnel, patrons and equines
- Work with and support the requirements of other functions, ensuring the experience received by the customer is reflective of the marketing and sales activity
- Develop a Customer Service Strategy and associated training program for delivery across all customer facing staff
- Work as part of the Horse Racing Ireland | Racecourse Division, supporting other tracks as required

#### **Team Development and Communications**

- Manage the following teams: track, maintenance, horticulture and operations ensuring all individuals are supported in their development and progression within the racecourse or the wider HRI Group
- Develop and encourage a collaborative approach between all functions at Leopardstown Racecourse encouraging others to think outside of their own remit and understand the bigger picture.

#### **Budgets & Projects**

- Overall management of related budgets managing spend and activity, supported by the finance function
- Ensure compliance with all relevant policies and procedures for all activity and within all your teams
- Management of all projects related to track and facilities working with contractors and colleagues
- Play a key role in the development of any capital projects in Leopardstown, driving innovation and improvements for the racecourse while maintaining a functioning and customer focused racing calendar
- Any other duties as requested by your line manager.

#### **Key Capabilities**

##### **Customer Focus**

- Creates an environment where the team is empowered to put the customer first.
- Supports the team in managing their workload to ensure customer needs are met.

## **Job Description**

### **Racing Operations Manager**

#### **Leopardstown Racecourse**



- Role models customer focus and drives and develops customer focused initiatives.
- Ensures customer satisfaction is a priority.

#### **Developing Self**

- Is self-aware and proactively seeks feedback, using it for personal and professional development.
- Role models development by developing themselves and others.
- Reflects on behaviour, adapting approach to different situations.
- Is open to new ideas, drives continuous improvement with team and across the business.

#### **Energy & Pace**

- Sets and delivers against SMART objectives for their area/team.
- Is accountable and delivers sustainable results, using resources effectively.
- Understands the wider business and its goals and communicates this onwards to team.
- Empowers others to deliver their goals and projects with energy and pace.
- Is flexible and adaptable to the needs of the business and delivers accordingly.

#### **Innovation & Change**

- Reviews processes and ways of working always striving for best practice and improving industry standards.
- Is creative and innovative and supports others to develop opportunities for creative thinking and innovation.
- Looks for innovative ways to provide a better service to our stakeholders.
- Implements change in a supportive, reassuring way, bringing others on the journey with them.

#### **Leadership**

- Motivates and empowers others through a 'can do' approach.
- Understands strategic intent and aligns objectives and messages accordingly.
- Role models leadership and our core values.
- Develops, motivates and inspires others.

**Job Description**  
**Racing Operations Manager**  
**Leopardstown Racecourse**



**Team**

- Creates team environments where everyone contributes to the team objectives and is stretched accordingly.
- Ensures productive and positive communication is taking place across all teams.
- Harnesses team capability to ensure teams are performing to a high standard.

**Skills and Experience Required**

- Knowledge of racing industry and key industry personnel in UK and Ireland would be an advantage
- Relevant operations and facilities management experience
- At least 3-5 years' experience of managing and leading a team
- Excellent interpersonal, communications and organisational skills
- Ability to work and liaise within a wider organization with internal and external stakeholders
- Experience of managing sites with open access to the general public
- Ability to lead a project, from initiation to completion to a satisfactory outcome for all parties
- Experience of managing significant budgets, including staff in both Operational and Project environments
- The ability to work to tight deadlines and manage numerous projects simultaneously
- A qualification in project management or event management would be an advantage.
- Management experience of a large venue or site with multiple departmental reporting is desirable