



Job Title: Hospitality Manager
Reporting to: Corporate Events Team Leader
Department: Events

Silverstone Circuits is the UK's premier motor racing venue and home of the F1 British Grand Prix. The company's business is split into five main areas:

1. The British Grand Prix
2. Events – a variety of both car and bike motor racing events including British Touring Cars, Silverstone Classic, British Superbikes as well as numerous smaller series and championships are held at the circuit.
3. Activities – motor sport driving experiences sold to consumers, using vehicles ranging from single seaters, Ferrari, Rally and Caterham
4. Business Events – corporate driving days, conferences and banqueting and race day corporate hospitality
5. Track and venue hire

The sole shareholder in the company is the British Racing Drivers Club (BRDC), a members' club for British-born racing drivers

Job Purpose:

- To ensure the effective and efficient management of all on-site event day corporate hospitality in accordance with the company brief, company policies and procedures, and within agreed budget and profit margins.
- To manage clients in the preparation, organisation and delivery of Annual Suite Holders, Event Hospitality and Conference clients on both an annual and event by event basis.
- To help ensure that at all times the job holder has full awareness of the company's customer care goals and they use their best endeavours to ensure they are implemented through their own actions and attitude by, for example entering into the team spirit, having a polite manner and anticipating visitor requirements.
- You will help grow the events through introducing new ideas and concepts and ensuring that they are represented at the right events with the right target audience.

Key Responsibilities

1. To ensure successful organisation of events both motorsport and non-motorsport at the venue.
2. To validate sales contracts received from other departments and manage all Event Suite Hospitality requirements to ensure all contracts and delivery standards are agreed, exceeded and met following the point of sale through to, during and post events.
3. To manage all Annual Suite delivery, to ensure all contracts, processes and delivery standards are agreed and exceeded and met following the point of sale through to, during and post event and that they are updated regularly with communications from the business.
4. To fully administer all aspects of Event Suite Hospitality, Annual Suite holders and conferences to include but not limited to; booking systems, post-sale documentation, fulfilments of event packs including ticketing, budgets and purchasing.

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



5. Operational responsibility for organising and documenting correctly all aspects of race day hospitality events from initial handover, budget management, site planning, security and stewarding, traffic management, catering, entertainment and AV, cleaning, temporary facilities, signage, hostesses, furniture, emergency and contingency planning to post event evaluation and final account reconciliation.
6. Accurately recording and communicating hospitality event information to all stakeholders internally and externally, and to work in partnership with the sales and marketing departments to ensure where possible events are marketed to engage a wider audience.
7. Reporting of all event financials to the required internal stakeholders. Conduct post event reconciliation, review and ensure all feedback is acted upon to affect positive change with agreed action plans.
8. To manage all aspects of a corporate event held at the venue over the period of the year.
9. To continually review processes and procedures to improve efficiency across departments and the business.
10. To be the first point of contact for customers and provide impeccable customer services support to ensure both the needs of the customer and Silverstone are met.
11. To liaise directly with internal and external suppliers and contractors to order products and services in a timely and professional manner whilst ensuring purchase orders are raised in accordance with financial procedures.
12. To be proactive and find ways of capitalising on re bookings of existing customers and maintaining a strong relationship.
13. To assist in identifying and creating new commercial opportunities to broaden and build the business and maximise opportunities. Creatively look at ways of enhancing the events from both the customer and business perspective to improve revenues, customer experiences and reduce costs.
14. To achieve maximum profit by maximising on sales and client alterations, ensuring profit margins are achieved.
15. To ensure all reports are updated accurately in a timely fashion.
16. To provide support to Events team as required.
17. Ensure contractors only work onsite when they have completed the appropriate documentation and are aware of the correct area(s) to work.
18. Ensure contractors work within guidelines as set down in the appropriate certificates and permits to work (including scanning and identifying underground services where relevant).
19. To work as part of the team to develop others and to support workloads to ensure the commercial and operational success of the events.
20. Support the corporate events team in the delivery of corporate events outside of the race day calendar.

Key Relationships:

Head of Events, Commercial Director, Corporate Sales Team, Catering Team, Public Events Team, Corporate Events Team, Engineering Workshop Manager, Activities and Events Administrators, Wing Facilities Supervisor, Finance Department, IT Department, Venue Team, external suppliers.

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Knowledge, Skills & Qualifications

- Minimum of 3 years' experience working in the events industry
- Experience within large Event Venues
- Experience within a 5* hospitality and catering environment
- Experience delivering complex events within tight deadlines
- Experience of dealing with international event teams desirable
- Commercially and operationally minded with a hands on approach
- Ability to take ownership and problem solve, is proactive and self-motivated
- Works well as a team player and uses own initiative
- First class 'host' skills and passionate about customer service
- Proven leadership ability in managing and developing teams
- Excellent eye for detail, with strong organisational, time management & interpersonal skills
- Flexible approach in working hours – including weekends.
- Advanced computer literacy in Microsoft products
- Full clean UK driving licence

Competencies

Customer Focus	Willing to go the extra mile to delight the customer
Managing & Leading	Motivates and empowers others to reach business goals
Communication	Is clear and articulate in oral and written communication
Team Working	Recognises and rewards contribution of others
Thinking	Demonstrates conviction in finding innovative approaches to solutions
Drive for Results	Accepts and meets stretching targets

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