
JOB ADVERTISEMENT

Job Title: Assistant Pavilion Manager

Commencing: March 2025

Job Location: Daytona Milton Keynes

Reporting To: Front of House Manager

Place in Organisation: Operations Team

Hours: Full-time, 40 hours per week (rota system)

MAIN PURPOSE OF JOB

Are you a natural leader with a passion for delivering exceptional customer experiences? Do you thrive in a fast-paced environment where no two days are the same? Daytona Milton Keynes is looking for an Assistant Pavilion Manager to help oversee our front-of-house operations and ensure our customers enjoy a first-class experience every time they visit.

At Daytona, we offer more than just a job – we provide a dynamic and exciting work environment where you can grow your career, develop leadership skills, and be part of an energetic team that loves motorsport and customer service.

General Responsibilities:

- 1) You'll be responsible for the smooth running of our reception and customer-facing areas, supporting the Front of House (FOH) team, and ensuring all our visitors receive a warm welcome to learn and assist in the completion of the FOH rota in a timely manner and compliant with both staffing and budgetary requirements.
- 2) Managing staff rotas and ensuring the team operates efficiently.
- 3) Training and mentoring FOH staff to maintain exceptional service standards.
- 4) Ensuring all customer areas, including reception and briefing rooms, are immaculate.
- 5) Handling customer inquiries, bookings, and event planning.
- 6) Overseeing safety procedures, stock levels, and administrative duties.
- 7) Assisting in recruitment, training, and performance reviews.
- 8) Supporting sales and upselling opportunities.

Relationships:

- a) Directly reporting to the Pavilion Manager.

- b) Directly responsible for all venue staff.
 - c) Direct relationship with all members of the venue team.
 - d) Indirect relationship with all other Group Employees.
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PERFORMANCE STANDARDS

- 1) To professionally and conscientiously fulfil the duties specified. To maintain confidentiality on all matters.
 - 2) To always promote, the professional image of the company by ensuring high standards of both professionalism and presentation.
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ESSENTIAL SKILLS, QUALIFICATIONS AND EXPERIENCE

- Flexibility to work Monday to Sunday – 40hrs per week (rota system)
- Experience in customer service and team management.
- Strong leadership & communication skills with the ability to motivate a team.
- Confidence in public speaking and interacting with customers.
- Good IT skills, including Microsoft Office and booking systems.
- First Aid certification (or willingness to obtain one).
- Flexibility to work weekends and evenings as required.
- Experience or interest in outdoor work/marshalling is a bonus.

Ready to Join the Team?

If you're looking for a fun, fast-paced role with opportunities to grow, we'd love to hear from you! Apply today and take the next step in your career with Daytona Milton Keynes.

To apply, send your CV and a short cover letter to hr@daytona.co.uk