



JOB DESCRIPTION

Job Title: Venue Operations Manager

Job Location: Daytona Milton Keynes

Year Commencing: March 2025

Reporting to: General Manager

Place in Organisation: Operations Team

Hours: Full-Time **(including evenings and weekends)**

Are you ready to rev up your career with the UK's leading outdoor go-karting group? Daytona Motorsport is seeking an enthusiastic and skilled Venue Operations Manager to join our dynamic team at the Milton Keynes branch. If you're passionate about providing top-notch customer experiences, overseeing track operations, and ensuring safety standards, this is the opportunity for you.

MAIN PURPOSE OF JOB

As the Venue Operations Manager, you will work alongside our General Manager to lead the Track team, manage operations, and enhance the venue's overall presentation. Your role will be pivotal in maintaining Daytona's high standards and delivering an unforgettable experience for our guests.

GENERAL RESPONSIBILITIES:

- Take direct ownership of track operations, team management, and venue presentation.
- Collaborate with the General Manager to recruit and onboard the track team, ensuring compliance with HR procedures.
- Assist in developing and implementing training programs, ensuring all team members are well prepared to deliver excellence.
- Conduct regular team reviews and appraisals to foster continuous improvement.
- Liaise with various departments, attending essential planning meetings to synchronise efforts.
- Fulfil the role of a Race Director / Duty Manager as required.
- Master Daytona's computer systems, including "Book Now" & "Clubspeed", for seamless operations.
- Work closely with the General Manager to manage financial transactions and documentation.

- Ensure accurate reporting of staff absences and contract-related matters to Group HR.
 - Uphold company policies and procedures, emphasizing track team presentation, health & safety, and first aid.
 - Communicate effectively with customers, addressing inquiries and ensuring satisfaction.
 - Oversee the maintenance and cleanliness of the kart fleet, utilizing test data for optimal performance.
 - Collaborate with the General Manager to address equipment maintenance needs.
 - Ensure venue setup, close-down procedures, and presentation levels meet company standards.
 - Coordinate with departments to meet event timing and customer expectations.
 - Embrace evolving tasks to accommodate customer needs and business demands.
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RELATIONSHIPS

- Report directly to the Daytona Milton Keynes General Manager.
 - Lead and manage the Track team.
 - Collaborate with the wider venue team.
 - Establish indirect relationships with fellow Group Employees.
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PERFORMANCE STANDARDS

- Demonstrate professionalism and dedication in fulfilling your responsibilities.
 - Represent the company with a high level of professionalism and presentation.
 - Maintain confidentiality across all matters.
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ESSENTIAL SKILLS, QUALIFICATIONS AND EXPERIENCE

- Excellent communication, organisational, and interpersonal skills.
- Prior experience in a customer service team environment.
- Proficiency in outdoor work environments preferred.
- Knowledge of marshalling techniques desirable.
- Keen attention to detail and a confident manner.
- Proven experience in team management.
- First Aid at Work certificate is advantageous.
- Computer literacy, including MS Office proficiency.
- Strong common sense and problem-solving abilities.

To apply for this position, send your CV and covering letter to careers@daytona.co.uk with the job reference in the subject line:

VOMMK2025

