

**DAYTONA****THE
DIFFERENCE
IS DISTINCT**

Duty Manager

Location: Daytona Milton Keynes, Buckinghamshire

Department: Track Team

Reporting to: General Manager

Hours: Full-time (flexible, including evenings and weekends)

Are you an experienced team leader, supervisor, or manager who thrives in fast-paced, live environments? As a Duty Manager at Daytona Milton Keynes, you'll take ownership of venue operations, lead teams on shift, and ensure race events run safely, professionally, and to the highest standard.

Why Join Us?

- Take a senior, hands-on leadership role at Daytona's flagship venue
- Be responsible for live race operations and customer experience
- Lead, train, and develop teams in a fast-paced environment
- Work closely with senior management and influence venue performance
- Varied role combining operations, people management, safety, and events
- Opportunity to develop further within an established karting business

About Daytona & Milton Keynes

Daytona is the UK's leading karting operator, delivering one of the most authentic motorsport experiences available in arrive-and-drive karting. From championship-winning DMAX race karts and iconic endurance events to corporate experiences and junior driver development, Daytona provides unrivalled racing opportunities for drivers of all levels.

Daytona Milton Keynes is the flagship venue within the Daytona group, operating in a fast-paced, customer-focused environment. Quality, consistency, and teamwork are at the heart of everything we do, ensuring every customer receives a safe, professional, and memorable experience.

The Role

As Duty Manager, you will be responsible for the safe and effective operation of the venue when on shift. You will lead teams across departments, oversee race control and track operations, manage staffing and rotas, and ensure customer expectations are met at all times.

This role combines operational control, people leadership, safety oversight, and event delivery, and requires a confident decision-maker who remains calm under pressure.

Key Responsibilities

Venue & Race Operations

- Take full responsibility for venue operations, acting as Duty Manager
- Oversee race control, track monitoring, and regulatory compliance
- Ensure safe delivery of all race sessions and events
- Coordinate event timings and operational requirements across departments

People Management & Training

- Manage staff rotas, breaks, and shift deployment to maintain safe staffing levels
- Support recruitment, onboarding, training, and development of venue staff
- Ensure staff presentation, PPE, and professional standards meet Daytona requirements
- Conduct performance reviews and support career progression

Safety, Compliance & Standards

- Ensure compliance with statutory, licensing, and company regulations
- Maintain accurate training, incident, and operational records
- Act as a key point of escalation for incidents, customer issues, and emergencies
- Ensure fire, evacuation, first aid, and incident procedures are followed

Operations & Administration

- Liaise with engineering on kart safety, maintenance, and testing records
- Oversee stock control, purchasing, and budget-aware ordering
- Ensure correct money handling procedures are followed
- Maintain accurate documentation and reporting to GM, Ops, and HR

What We're Looking For

- Proven experience in a management or team leadership role
- Strong operational awareness and confident decision-making
- Excellent communication, interpersonal, and customer-facing skills
- Experience in customer service or live operational environments
- Confidence in public speaking and leading teams
- Strong attention to detail and professional standards

- Computer literate, including MS Office
- First Aid at Work qualification (or willingness to maintain certification)
- Flexible availability, working 40 hours per week on a rota including weekends
- Experience in motorsport, marshalling, or outdoor operational environments is highly desirable and advantageous