

Overview:

The primary focus of this role is rostering, workforce coordination and ensuring operational readiness, while keeping the team on track with essential people processes. Liaising with operational team, you will ensure the right people are in the right place at the right time, in line with seasonal demand and business needs.

This is a key role in ensuring smooth operations and enabling the delivery of outstanding visitors' experience through effective workforce planning and operational people management.

This role is site based (occasional WFH may be possible) and Saturday working will be required on a regular basis.

Responsibilities:**Rostering & Workforce Planning**

- Own and oversee all Visitor Experience rosters, in collaboration with the People Operations Specialist, ensuring alignment with operational requirements and seasonal demand.
- Forecast staffing needs in partnership with stakeholders to ensure adequate coverage during peak and off-peak periods.
- Be responsible for the Annualised Roster and handle weekly roster adjustments to meet business needs.

Operational People Support

- Supervise and coordinate day-to-day people administration activities, ensuring onboarding, offboarding and absence processes are completed accurately and on time.

- Maintain oversight of people records for the team, ensuring data accuracy, compliance, and timely updates.
- Act as the central coordination point for operational people matters, ensuring queries are addressed appropriately and raised to the HR Manager where required.
- Assist with Employee Relations processes within the team when needed.

Recruitment & Seasonal Workforce Coordination

- Support end-to-end recruitment for operational and seasonal roles working closely with the Talent Engagement Team.

Labour Budget & Reporting

- Monitor and manage labour in line with approved budgets.
- Provide accurate weekly and monthly labour reporting and forecasting for senior stakeholders.
- Identify opportunities for cost efficiencies while maintaining service standards and appropriate staffing levels.

Agency & Temporary Staffing Management

- Manage the relationship with the staffing agency, ensuring service level agreements are met.
- Coordinate temporary and seasonal staffing requirements.
- Regularly review agency performance and associated costs.

Qualifications:

- 3-5+ years' experience in People Operations or Workforce Management, ideally within Hospitality, Tourism or Events.
- Solid knowledge and understanding of HR procedures.
- Demonstrated experience in running recruitment processes, both internally and with agency partners.

- Financial competence and ability to run labour budgets optimally.
- Excellent interpersonal and communication skills with ability to work with multiple collaborators.
- Strong interpersonal and time management abilities.

Working with Us

Flexibility is key to success in our business and many of our staff work flexibly in many different ways, including part-time, compressed hours, flexible location. Please talk to us about what flexibility means to you and does not let anything stop you from applying.

Join us and you can also expect a highly competitive and flexible rewards and benefits package including:

- Contemporary work life balance policies and wellbeing activities
- Generous holiday allowance
- Lunch allowance
- Product allowance

Celebrating our inclusive and diverse culture is core to Diageo's purpose of "celebrating life every day everywhere." This purpose is inclusive in nature, as it values everybody irrespective of background, disability, religion, gender identity, sexuality, or ethnicity.

Feel inspired? Then this may be the opportunity for you.