



## Job Description

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**Job Title:** Tote Operative – CSL 1

**Permanent**

**Business Unit:** 6574

**Job Grade:** Grade 6

**Department:** Crayford Stadium

**Reports to:** Marketing Manager

**Direct Reports:** None

### **Main Purpose of the Job:**

To assist in the effective running of the tote and ensuring customer satisfaction by maintaining an exceptional standard of delivery and professionalism whilst achieving profitability in line with departmental budgets

### **Key Responsibilities:**

- Provide a friendly and efficient service so as to encourage repeat business
- Develop and maintain a working knowledge of betting products
- Undertake betting transactions with speed and accuracy taking action to minimise queuing
- Open, operate and close the Tote terminal so as to provide instant and attentive service to customers
- Complete Tote terminal administration completely and accurately
- Contribute to the prevention of fraud

### **Key Accountabilities:**

- Welcome visitors to the stadium in an appropriate way
- Operate effective cash control procedures
- Contribute to the protection of the Betting Licence, by identifying and reporting any activities which could jeopardise the licence to the appropriate person

Proposed start date:  
*Insert Date*



<b>Consult</b>	Tote Supervisor
<b>Inform</b>	Tote Supervisor

### Skills and Competencies

Competency	Description	Expected Level
Critical Thinking	Prioritises own work according to demands of different tasks and uses appropriate tools to organise own time	A
Building relationships	Actively participates within team and is aware of how own role contributes to success of team	A
Communicating	Selects and uses communication methods appropriately putting points across clearly and concisely	A
Developing Self and Others	Understands how own objectives link to team strategy and is motivated to achieve them	A
Understanding our Business	Strives to make improvements that will impact the customer	A
Managing Change	Is open to new thinking and ways of working, suggesting ideas for improvement relevant to own role.	A

	Required	Preferred
<b>Qualification</b>	N/A Over 18	Cash Handling
<b>Experience</b>	N/A	Knowledge of betting industry
<b>Prior Knowledge</b>	Previous experience in a similar environment preferred but not essential	

**Salary Range:** £XXX

**Hiring Manager:** XXX

**Hours of work:** 8 (Includes evenings & Weekends)

**Cost Centre:** 6574

**Location:** Crayford Stadium

Proposed start date:  
*Insert Date*