



CHELMSFORD CITY RACECOURSE

JOB DESCRIPTION

JOB TITLE:	TOTE Staff	DEPARTMENT:	Betting
REPORTING TO:	Betting Manager	LOCATION:	Chelmsford City Racecourse

JOB SUMMARY

Chelmsford City Racecourse, the UK's newest racecourse, is looking for betting staff to help create world-class events and develop the racecourse into one of the leading entertainment and leisure venues in the UK.

WHAT YOU WILL BE DOING

We are looking for Betting Assistants to join the betting team at Chelmsford City Racecourse.

You must be over 18 years old to apply for this role.

KEY ACCOUNTABILITIES

- Customer Service
- Taking and paying out of bets
- Upholding compliance regulations
- Be the first point of contact for customers on a raceday, answering questions in relation to betting.
- Cash handling and cashing up at the end of each race day
- Explaining different bet types to customers (training provided)
- Provide an accurate and speedy service
- Engage with customers to ensure they enjoy the betting experience.
- Process customer bets ensuring information is entered correctly into the systems.
- Work to ensure we meet our social responsibilities including adhering to the Think 21 policy.

PERSON SPECIFICATION

EXPERIENCE/SKILLS

- You should keep up to date on sporting events so that customer queries can be answered efficiently
- Good with numbers and able to keep accurate records to avoid cash shortages
- You will love working as part of and enjoy the customer service element of the role
- Training will be provided based on previous experience

PERSONAL CHARACTERISTICS

- Good customer service experience would be beneficial
- Ability to deal with cash and total up at the end of each race day
- Confidence to explain bet types to customers
- Enthusiasm!

ESSENTIALS

- Full UK driving licence
- Able to work outside normal office hours, including evening, weekends and public holidays
- High level of spoken English

TRAINING AND DEVELOPMENT

Full training will be given to the post holder to help them fulfil their duties. Great Leighs Estates Limited is committed to promoting an environment of training, learning and continuous professional development for all employees. We recognise that this is essential to providing a high-quality service which meets the needs and expectations of our clients, stakeholders and staff alike.

HEALTH AND SAFETY

As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation.

DATA PROTECTION

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

COMPANY BENEFITS

- Competitive pay package
- Company pension scheme
- Free eye tests
- Complimentary tickets to events
- Free on-site parking

This job description is subject to regular review and appropriate modification.
I confirm I have read and understand this Job Description.

Name of Post holder
Signature
Date