

Tote & Wagering Assistant Manager

Rásaíocht Con Éireann / Greyhound Racing Ireland (RCÉ/GRI)

Base Location: Head Office / Limerick Greyhound Stadium, Dock Road, Greenpark, Limerick

Reporting To: Head of Tote

Contract Type: Permanent, Full-Time

About the Tote & Wagering Department

The Tote & Wagering Division manages RCÉ/GRI's wagering operations across our stadia network and digital platforms. The team is responsible for delivering efficient, customer-focused and compliant wagering services while supporting commercial growth and operational excellence across the organisation.

Role Overview

The Tote & Wagering Assistant Manager will support the Head of Tote in the day-to-day management, development and continuous improvement of RCÉ/GRI's Tote and wagering operations across on-track, retail and digital channels.

The role will also have direct responsibility for Tote operations at Limerick Greyhound Stadium, with the postholder fulfilling the operational responsibilities of the Limerick Tote Manager.

This is therefore a dual operational role, combining responsibility for the effective delivery of Tote services at Limerick Greyhound Stadium with broader support to the Head of Tote across RCÉ/GRI's wider Tote and wagering network.

The role encompasses operational oversight, staff and resource coordination, financial controls and reconciliation, systems administration, customer support, compliance, reporting and stakeholder engagement.

The successful candidate will work closely with the Head of Tote, Tote Managers, Stadium Management Teams, Finance, IT, Customer Support, third-party service providers and online wagering platform partners.

RCÉ/GRI is committed to creating an inclusive workplace where all employees are valued, supported and encouraged to achieve their full potential. RCÉ is an equal opportunities employer.

1. Key Responsibilities and Duties

Limerick Greyhound Stadium Tote Management

- Take day-to-day responsibility for the effective operation of Tote services at Limerick Greyhound Stadium.
- Coordinate Tote staffing and operational requirements for race meetings and other events at the stadium.
- Ensure appropriate staffing, equipment and other resources are in place to meet operational requirements.

- Oversee the application of Tote operating procedures, cash controls, reconciliations and record-keeping requirements at the stadium.
- Ensure required operational and financial documentation is completed accurately and maintained appropriately.
- Support and coordinate staffing and leave-cover arrangements for the Limerick Tote operation.
- Address customer, staffing, system and operational issues arising during Tote operations, escalating matters where appropriate.
- Liaise closely with Limerick Stadium Management regarding race meetings, events, staffing requirements and other matters affecting Tote operations.
- Ensure Tote operations at Limerick maintain the operational standards, controls and procedures established across RCÉ/GRI.
- Support the delivery of a high standard of customer service across Tote operations at the stadium.

National Tote Operations

- Support the Head of Tote in the day-to-day management of Tote operations across RCÉ/GRI stadia.
- Assist in delivering Tote and wagering operational objectives and business plans.
- Support the implementation and maintenance of consistent Tote operating standards across the organisation.
- Work closely with Tote Managers to resolve operational issues and identify opportunities for improvement.
- Support the coordination of operational cover and resource requirements across the wider Tote network.
- Provide operational support during major racing events and other business-critical periods.
- Assist with the implementation of new systems, initiatives and business-process
- **Staffing & Resource Coordination**
- Support the Head of Tote with workforce, resource planning , recruitment and training across the wider Tote network

Online Betting & Digital Operations

- Support the administration and operation of RCÉ/GRI's online betting platforms.
- Support customer verification and account compliance requirements.
- Investigate and assist in resolving customer-account issues promptly and appropriately.
- Liaise with technology providers and relevant internal stakeholders regarding platform and operational issues.
- Support the promotion and development of digital wagering initiatives, including Barking Buzz.

- Assist with the implementation and testing of improvements to wagering systems and processes as required.

Financial Control & Governance

- Support effective cash-management, reconciliation and financial-control processes across Tote operations.
- Review operational and financial information and assist in identifying and resolving discrepancies.
- Assist in the preparation of management reports, reconciliations and financial summaries.
- Support annual audits, internal reviews and regulatory reviews.
- Assist with the implementation and monitoring of agreed financial-control improvements.
- Maintain appropriate records to support effective financial governance and audit requirements.

Stakeholder Engagement

- Develop effective working relationships with Tote Managers, Stadium Management Teams and corporate departments.
- Liaise with suppliers, service providers and technology partners in relation to operational requirements.
- Work collaboratively with Finance, IT, Marketing, Customer Support and Operations.
- Support cross-functional projects relating to Tote and wagering operations.
- Act as an operational point of contact for Limerick Tote matters, escalating significant issues to the Head of Tote where appropriate.

General Responsibilities

- Comply with all RCÉ/GRI policies and procedures.
- Adhere to Health & Safety requirements at all times.
- Protect confidential, customer and commercially sensitive information.
- Maintain appropriate standards of professionalism and customer service.
- Undertake other duties reasonably associated with the role and assigned by management.

2. Key Skills and Competencies

Experience

Candidates must demonstrate:

- A minimum of 2 years' experience in an operational, administrative or supervisory role.
- Experience managing multiple priorities within a fast-paced operational environment.
- Experience working with financial information, controls and/or reconciliations.

- Experience preparing reports and maintaining accurate records.
- Experience coordinating staff, resources or operational activities.
- Strong working knowledge of Microsoft Office applications, particularly Excel and Outlook.

Skills & Competencies

Candidates should demonstrate:

- Strong organisational and administrative skills.
- Strong numerical and analytical capability.
- High levels of accuracy and attention to detail.
- Effective communication and stakeholder-management skills.
- Ability to investigate operational issues and identify practical solutions.
- Ability to manage competing operational priorities.
- Ability to work independently while contributing effectively as part of a wider team.
- Strong customer-service orientation.
- Sound judgement and the ability to escalate matters appropriately.
- Ability to handle confidential, customer and commercially sensitive information appropriately.

Other Requirements

- Full clean driving licence.
- Flexibility to travel nationwide as operationally required.
- Flexibility to work evenings and weekends, including race meetings and major events, where required.

2 Desirable Criteria

The following would be advantageous:

- Previous experience within betting, wagering, gaming, racing or another regulated operational environment.
- Experience with online customer-account or transactional systems.
- Experience supporting financial, compliance or operational audits.
- Experience coordinating staff or resources across multiple locations.
- Experience participating in system implementation, process improvement or operational change projects.