# Job Description

## Arcade Senior General Assistant/Cashier

|  |  |
| --- | --- |
| **Role Profile** | Senior General Assistant |
| **Service/Team** | Seafront – Operations |
| **Reports to** | Arcade Manager |
| **Responsible for** | N/A |
| **Number of posts** | 1 |
| **Post number** | - - - - - |
| **Career Grade** | N/A |

**My job improves the quality of life for the people of Bournemouth and Poole by…** Supporting the Pier Arcade team in the delivery of quality services and driving income opportunities for the visitors and residents of the resort.

**Job Overview**

To support the day to day operation of the Pier Amusements team.

### Key Responsibilities

* To be responsible for Cash Floats and issuing the correct change to customers.
* Ensuring that counterfeit notes and coins are identified.
* To deliver excellent customer service.
* To assist in the cleaning of the machines and the Arcade area.
* Monitor the Arcade and report and fraudulent or unsociable activity to the duty manager.
* Ensure all statutory requirements, including Health & Safety policies, are adhered to.
* Re-stocking of Arcade Machine
* Assist Senior staff members in the servicing and maintenance of Arcade Machines
* Oversee and train the General Assistants on a daily basis
* Carry out stock control, including stock takes.

### Specific Qualifications and Experience

* Experience of working with and leading a team.
* Experience of using Microsoft Word, Excel and Teams
* Experience of delivering customer service
* Experience of working in Family Entertainment Center (FEC)
* Knowledge of the Gambling Act 2005 LLCP

### Personal Qualities & Attributes

* Numerate
* Able to build effective relationships with team members
* Have a keen eye for detail

### Job Requirements

* Must be willing to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* Flexible working – 5 in 7 days, work over major festivals (e.g. Bournemouth Air Festival) and Bank Holidays.No annual leave can be taken during the months of July and August.
* A basic DBS will be carried out for this role.