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| Job title: Regional Operations Manager | Location: Field Based |
| Function: Retail Field OperationsReports to: Regional Director  | No. of direct reports: No. of non-direct reports |
| Budgetary responsibility: n/a | NGR/P&L: n/a |
| Band: 4 | Working Hours: 40 |
| Purpose of role |
| We’re Entain. Our vision is to be the world leader in sports betting and gaming entertainment by creating the most exciting and trusted experience for our customers, revolutionising the gaming and gambling space as we go. We're home to a global family of more than 25 well-known brands, and with a focus on sustainability and growth, we will transform our sector for our players, for ourselves and for the good of entertainment.Our Regional Operations Managers are an integral part of the Regional teams, working closely with the Regional Director, Area Managers and other key stakeholders to fully support and deliver the Retail Plan.  Each Regional Operations Manager has P&L responsibility for up to 8 Area Managers and c200 dual branded shops.Leading by example, you will be highly visible and provide effective leadership across your Region.  |
| Key responsibilities |
| Main:* To participate as an integral member of the senior operations team working closely with the Regional Director & other key stakeholders & to fully implement the operational business strategy, including Omni-channel and digitalisation strategic priorities.
* Provide in the moment feedback to colleagues, creating a high support, high challenge culture. Lead, coach, engage and motivate Area Managers and shop colleagues.
* Be responsible for the rigorous delivery of the Company plan and tackle issues specific to your Region in the most effective way.
* Regularly monitor KPIs and data to ensure continuous improvement of performance.
* Diligently manage all cost lines within the budget, ensuring all profit protection processes are implemented effectively.
* Understand and implement what is required to deliver the ROI from all CAPEX spend. Have an excellent knowledge of the region in which you operate and a curiosity about competitor activity and what is happening across the industry.
* Create a high performing team across all of your Region by ensuring people management activities such as recruitment, on-boarding, training & development and performance management. Pro-actively address any issues that arise head on and be prepared to have difficult conversations as often as the need arises, with impact.
* Take ownership for the operational delivery of the people plan, focusing on engaging and developing colleagues and creating a robust succession plan.
* To maintain and hold a Personal Management Licence (PML) as issued by the Gambling Commission (which incorporates an application to the Disclosure & Barring Service). This requires the individual to maintain a sound knowledge of all current industry matters in accordance with the Gambling Act’s three licensing objectives.
* Ensure all activity within the Region complies with the requirements of the Gambling Commission, the Company’s licence and Health & Safety, to minimise risk and protect our customers, colleagues and the reputation of the business.
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| Specialist skills and experience |
| The following skills and experience are essential for the success of this role: * Experience of working in a tough multi-site environment (betting/leisure/retail/hospitality preferred) within a Senior Management capacity.
* Experienced manager who has previously managed and led high-performing teams with a strong track record of improving colleague engagement.
* Previous experience of P&L ownership.
* Strong implementer who can take appropriate action from a set of agreed plans, data & processes.
* Ability to build relationships with key stakeholders across the wider business.
* Driven and enthusiastic with an ability to inspire and motivate others.
* A “can do”, solution focused outlook.
* A “plan, do, review” approach to work to deliver continuous improvement.
* Resilient – this is a fast paced, pressurised environment going through extensive change.
* Able to prioritise a large and varied workload effectively for optimum business impact.
* Authentic, clear communicator with the ability to deliver simple, impactful communications and importantly, not afraid to face into tough conversations and own the message.
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| Competencies / behaviours |
| Within this role there is the expectation that the following competencies and behaviours are displayed: * Agile Thinker
* Influential
* Drives Results
* Self-Aware
* Works with Others
* Be prepared to the right to ensure we are a fully responsible employer and business
* Able to think and work with pace and pragmatism
* Be able and confident to liaise with external organisations such as the Gambling Commission
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| **Diversity and inclusion at Entain**As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong. We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work. Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment. |