



Job Description: Sodexo Live!

Function:	Finance
Position:	EPOS Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Finance Systems Analyst
Additional reporting line to:	
Position location:	Ascot Racecourse

Who we are:

Welcome to Ascot where tradition meets innovation and excitement is the heartbeat of our business. Ascot Racecourse and Sodexo Live! have been joint venture partners for over 15 years, providing outstanding Food and Beverage propositions and exceptional Guest Experience through our Raceday and Events business.

We work cross collaboratively with the Ascot Racecourse Ltd HR team and are actively involved (s in the Event staff reward and recognition working group meetings.

We are a destination for over 500,000 guests each year where passion, elegance, and celebration converge, and it is our team of behind-the-scenes heroes that bring every intricate detail to life.

As one of the world's leading racecourses, Ascot is renowned for its rich heritage spanning over 300 years. But we are not bound by the past; we're driven by the pursuit of excellence in everything we do. From hosting our flagship event, Royal Ascot, to pioneering sustainable practices, we are committed to building a Global lifestyle brand, wrapped around the world class horse racing we run.

At Ascot we believe in preserving the beauty of our surroundings and minimising our ecological footprint. From eco-friendly initiatives to community engagement programs, we strive to make a positive impact on both the environment and the lives of those around us.

We take pride in our commitments to make a positive change for now and future generations to come, whether through our Diversity and Inclusion strategy and training programmes, our award-winning 'Racing to Zero' sustainability actions, or our forward-thinking employee benefits including flexible working, menopause policies, health and EAP support access.

1. Purpose of the role & who you will work with

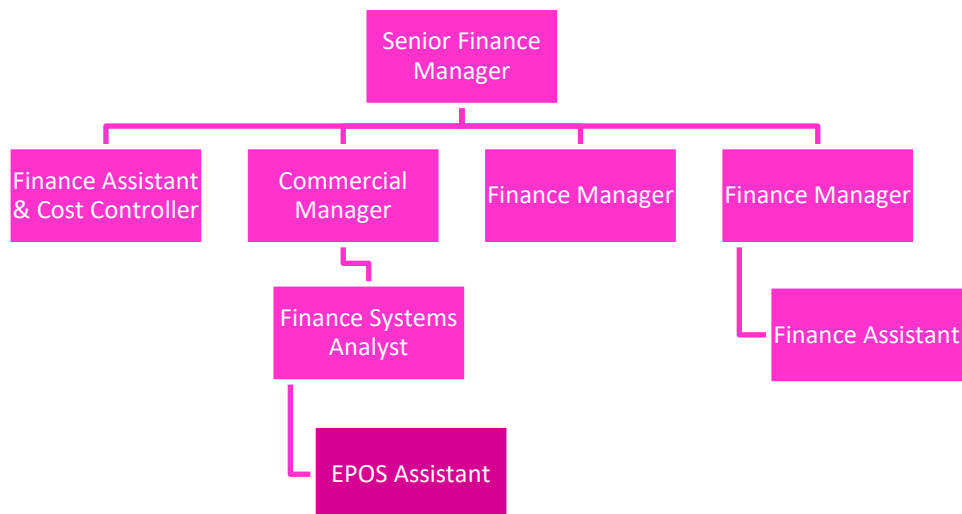
- Assist with daily operational implementation, maintenance and optimisation of financial systems and software
- Ensuring all payment devices are fully operational and always well maintained
- Working with the Kappture EPoS system and stock management K-Stock system
- Supporting Event operators to ensure teams are familiar with using Tills and EPOS
- Develop and maintain effective working relationships with Key members of the Ascot IT & Operational Teams.
- Supporting the Events Team with Event Set up and onsite support during live events
- A key member of a proactive, motivated, and engaged finance team, based on site at Ascot Racecourse. Required to attend Racedays

2. Dimensions

2024

- £30m Turnover

3. Organization chart



4. Context

Responsible for

- Kappture Point of Sale data, support & mobilisation
- Race Day & events set-up, live support and event breakdown
- Working with Operators to ensure all Tariffs are correctly displayed and making amendments where required

5. Role Accountabilities

General

- Ensure the Kappture system is properly configured and fully operational for Retail, Fine Dining, Boxes, Conferencing and Events operations, in a timely manner
- Achieve personal and business objectives

Retail PoS data, support and mobilisation

- Ensure smooth operation of the Kappture Stock system on Race Days with minimal disruptions and providing comprehensive support for Operators
- Facilitate any time critical alterations to menus, products, and pricing on the PoS system
- Upgrading and management of old/damaged hardware
- Support the training team in production and maintenance of accurate training documentation and user guides
- Management of card payment devices in-line with the pricing requirements, and ownership of the Cash Payment Taking Sheet (CPTS)
- Ensure compliance of the EPoS Payment Process
- Coach and lead EPoS support staff for Racing
- Operational commercial support for C&E and events and where required, be on call to offer remote support

Systems (Kappture, K-Stock, support & Mobilisation)

- Assist with the Management of Stocking Policies and Pricing Classifications within the Kappture system
- Support time critical alterations to Menus' ensuring accurate product and pricings are displayed for Raceday's and Events
- Deploy retail PoS systems and payments solutions across temporary event sites
- Assist with user acceptance Testing (UAT) for system changes and upgrades to existing software solutions
- Work with the PoS platform provider (Kappture) to identify bugs, suggest improvements and ensure efficient Issue resolution
- Maintain and update the Epos entries on the e-learning platform (Mapal One), refreshing guides and help documents when updates and improvements are released on the Kappture system

Race Day support/ Event Day

- Deployment of equipment to each unit the day before a Raceday
- Test all devices to ensure they all operational for the day and hand over to the Retail Department
- Provide on the day training, and support with casual induction training for operators and managers on the use of the Tills, Tablets, PAX Devices and PDQ
- Manage the Epos radio Channel, responding to trouble shooting calls and enquiries from the Retail Managers
- Resolve issues remotely using Team Viewer or by visiting Units in Person
- Monitor Terminals to ensure all are online and are connected to the Network during the Operation

- Support end-of-day close, ensuring all outlets have closed the Session and Reconciled with cash office; coordinate with Finance systems analyst to ensure all is completed
- Collect payment devices, tablets, PAX devices and roaming PDQ's, making sure they are placed on charge for the following Raceday

6. Skills & Experience you can bring

Essential

- Experience in a similar position, working with systems at large events or stadiums
- Good working knowledge of Microsoft Excel
- Good organisation and problem-solving skills
- Ability to manage multiple projects and meet deadlines in a fast-paced environment
- Ability to work both independently and collaboratively
- Good interpersonal skills with the ability to communicate at all levels
- Exceptional attention to detail
- Flexibility to support weekend and event days
- Experience of working in an environment where Safety Culture is at the heart of what we do

Desirable

- Desirable to have knowledge of a high-volume retail environment and stock taking process
- Desirable to have good working knowledge of SAP, Epos, stock control and point of sale systems
- Knowledge of using smart sheets
- Able to coach teams to use till systems

7. Management Approval

Version: 1.0

Date:

Document Owner:

8. Employee Approval

Employee Name:

Date: