bethany jones

# 27 FALLOWFIELD ROAD

Rowley regis

west midlands

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**EMPLOYMENT HISTORY**

**Deputy Manager: Betfred Ltd. December 2011- Present**

My role is to manage a betting shop, setting up the shop for the day as well as closing down at night, calculating figures, serving customers, key holder duties, monitoring cash flow and managing staff rotas. I ensure strict compliance with gambling legislation monitoring the patrons, I am confident in denying custom to those that are not of the appropriate age or unable to manage their response to the activity. I always ensure that I am aware of changing legislations and ensure that all the staff I manage are aware of and abiding by the law.

I manage the staff rotas to ensure appropriate cover, I am always aware of the dynamic and changing requirements of the service we provide understanding the peak times for the business and specific stores.

I am responsible for monitoring cash flow both during my shift and provide appropriate funds for the following shifts. One of my daily duties as a Deputy Manager is to calculate the liabilities in the shop and bank any excess cash. I am also able to cash cheques for the company when required I am in control of stock supplies and order stock when necessary. Throughout the day I enter data into our systems, handle large amounts of cash, take and make phone calls and interact with customers, logging any interactions when needed. I deal with a variety of customers daily, I am able to resolve any issues that may arise. I am both firm and understanding when dealing with difficult customers. Customer confidentiality is a huge part of my role at Betfred.

**Key Achievements:**

* Promoted to Deputy Manager
* Implement the April 2019 changes to regulation in several shops.
* Completed ASSIST training

**Administration Apprenticeship, Dudley Metropolitan Borough Council**

I was employed on an administration apprenticeship scheme. I was provided training both in the housing benefit department and at Dudley council plus.

Following the training I was competent in handling customers enquiries from across the Councils customer base. I dealt with customers by telephone and face to face in a very busy environment.

This included the councils housing customers to arrange home visits, answering rent or benefit enquires and providing additional information as and when required. I also dealt with business queries, information for residents within the borough on council services and enquiries from other departments or organisations.

**Bar person, The Anchor Inn**

I was a member of bar staff in a pub that was managed by my mother, this work gave me experience with customers and helped me to become more assertive. Duties included serving and interacting with customers, cash handling and cleaning.

**skills**

* Comprehensive knowledge of Northgate Housing Management system.
* Effective use of Customer Relationship Management systems.
* Confident knowledge of all Microsoft Office applications including Excel, Word, Powerpoint.
* Excellent numerical and analytical skills.
* Highly self-motivated and involved team member.
* Excellent organisational skills and attention to detail, particularly adept at providing reports.
* Effectively managed a wide range of projects from initial conception through to completion.
* Strong inter-personal and communication skills as well as the confidence to address a wide range of audiences.
* Dedicated team member willing to think outside of the box and implement creative solutions to solve complex problems.
* Knowledge of Betfred systems.
* Ability to use my own initiative when required
* Fast and accurate data entry
* Motivated to learn and thrive within a new workplace

**education**

* Administration and ICT, Dudley College
* GCSE (*C Grade*) English, English Literature, Mathematics, Religious Studies
* GCSE (*D Grade*) Science Dual Award, Art and design, ICT, Food technology,

**additional qualifications**

* assist training
* level 2 customer service
* level 2 administration
* level 2 diploma in administration (information technology, text processing)
* level 2 proof reading
* intermediate level apprenticeship in business and administration
* level 2 nvq in business and administration
* level 2 certificate in principles of business and administration

**REFERENCES**

* Paul Willetts, Manager

Betfred, Unit L16a Merry Hill, Brierly Hill, DY5 1SY, 01952 734659

* Matt Bumby, Area Manager.

Betfred, 8 Birmingham Road, Sutton Coldfield, B72 1QA, 07805790687, [Mattbumby@betfred.com](mailto:Mattbumby@betfred.com)

**Personal Reference**

Susan Hadley (Data Analyst)

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