



**SKILLS GAPS AFFECTING THE ONLINE
GAMING INDUSTRY IN MALTA DURING
THE COVID-19 PANDEMIC (2020)**

AN ANALYSIS OF SURVEY RESULTS

1 Executive summary

Context

The global labour market in 2020 was substantially impacted by the COVID-19 pandemic. The worldwide health crisis and the disruption it inflicted on businesses has resulted not only in higher unemployment globally but also in changing working conditions. The pandemic forced many companies across the world to rapidly shift to online modes of operation overnight, strengthening the need for digital transformation.

The COVID-19 pandemic has had a major impact on the global gaming industry. Whilst sportsbook operators were struggling due to a complete standstill in sports activities, others were benefitting from the increase in demand for online entertainment. The online gaming sector's reliance on technology meant that it was better placed than most to cope with the unprecedented circumstances faced during these challenging times.

In view of the COVID-19 pandemic and its implications on the job market and skills shortage, Gaming Malta in collaboration with the Malta Gaming Authority (MGA/Authority) took a decision to publish a summary of the analysis of the most recent data related to skills gap, collected for the year 2020. The Authority has been conducting the skills gap survey with all licensed operators on a six-monthly basis since 2018. This report represents the third update on this subject.

The results carried in this report reflect the responses received from 171 individual operators. The companies that employ less than three employees, which account for 1.4% of total employment in the sector, have been excluded from this year's survey to improve the relevance of the exercise. Results are analysed in two ways: one where all survey participants were assigned equal weight to ensure that the individual opinions expressed in the survey are reflected in a fair manner; and another where responses were given weights that reflect the employment levels in the firms participating in the survey.

In terms of employment, it has been estimated that as at the end of December 2020, 8,292 persons were working with MGA-licensed companies on the activities covered by the Authority's licence, with 91% of these employees engaged in the online sector. Furthermore, approximately 2,310 Full-Time Equivalent (FTE) employees were working in Malta either on the activities licensed by another jurisdiction, with MGA-licensed firms, or providing direct services to MGA-licensed firms while being employed by another associated/related company. Despite the challenges experienced during 2020, total employment in the gaming sector in Malta is estimated to be 12,398, an increase of 5.5% over 2019. This further attests to the sector's significant contribution and diversification which it provides to the Maltese economy.

In line with the figures published by the Authority as at the end of 2020, 70% of all employees in the online gaming industry were non-Maltese¹. This highlights the need for expatriate workers to sustain the growth of the industry and the consequent need for local employees' skills to be more effectively aligned to the needs of the sector.

¹ MGA, Annual Report 2020.

2 Key findings

- A total of 874 unfilled positions have been reported by the online gaming companies in Malta as at the end of 2020, amid the COVID-19 pandemic;
- Of these unfilled positions, 59% were at operational level and 38% were at middle management level, whereas the vacancies at top management level made up the remaining 3%;
- The predominant areas of vacancies as at the end of 2020 were those involving marketing (including customer care) and technology jobs, which accounted for 26% and 21% of all job openings respectively;
- The majority (68%) of the vacancies remained unfilled for no more than three months;
- Lack of work experience (28%), competition from other firms (27%), and lack of qualifications (20%) remained the top three reasons for unfilled vacancies. The COVID-19 pandemic also had an impact on the number of unfilled positions as some companies put the recruitment process on hold;
- According to the survey results, more than one-third of operators (37%) recruited personnel from other firms in the sector;
- 33% of firms engage in in-house training activities or mentoring in order to tackle skill shortages. In addition, 27% of companies addressed their existing skills gap by intensifying their employee retention efforts, which were especially needed to engage and motivate employees with the onset of the COVID-19 pandemic;
- The recruitment of workers immediately after graduating from university was reported by a relatively low 12% of the surveyed firms, confirming the potentially stronger role which could be played by educational institutions in meeting the needs of the industry;
- By the end of 2020, 48 students enrolled for the iGaming Diploma with 20 of these students graduating from the course;
- During 2019 and 2020, more than 80 students enrolled for the Award in iGaming which is a course accredited by the Malta Qualifications Framework (MQF) developed through a collaboration between the Malta College of Arts, Science and Technology (MCAST), the European Gaming Institute of Malta (EGIM), and the iGaming Academy (IGA).

3 Size, nature and causes of unfilled vacancies

In the research framework employed for the purposes of this exercise, unfilled vacancies were classified into six main job roles relevant to the gaming industry, as shown in Figure 1. Operators could also report additional vacancies which do not fall under any of the six main categories. The various job roles were based on desk research and were corroborated by the interviews held with operators². As for the job levels in the sector, these were described as top management, middle management and operational level (refer to Annex 1). Thus, the analysis presented in this report caters for different job roles, job levels and firm sizes.



FIGURE 1: JOB CATEGORIES WITHIN THE ONLINE GAMING INDUSTRY

3.1 Unfilled vacancies

Following the substantial uncertainty that caused the temporary postponement of investments and recruitment at the early stages of the COVID-19 pandemic, the gaming industry has been able to rebound exceptionally quickly. The results of the survey conducted by the MGA for 2020 show a total of 874 unfilled vacancies as at 31 December 2020. To put this into perspective, as at the end of 2019, companies reported 872 vacancies. This represents an insignificant change over a twelve-month period, implying a stable situation when considered in terms of the margins of error inherent in this type of survey exercise.

	Top mngmt	Middle mngmt	Operational	Total
Game operation and development	9	53	82	144
Data and analysis	1	19	22	42
Marketing (incl. customer care)	3	76	144	223
Legal and compliance, risk and fraud	6	26	111	143
Technology	1	119	63	183
Finance, payment and HR	2	21	41	64
Others	3	17	55	75
Total	25	331	518	874

TABLE 1: JOB VACANCIES IN THE ONLINE GAMING INDUSTRY (END-2020)

Around 59% of the vacancies reported as at the end of 2020 relate to operational jobs that could typically be filled by those just leaving formal education. The ratio of unfilled vacancies at the operational level decreased by four percentage points from end-2019, when this category had already

² Study commissioned by the MGA in February 2016.

experienced a drop of six percentage points from end-2018. The decrease in the number of vacancies at the operational level can be explained by the effectiveness of various policy efforts that have been made over the years. The availability of training courses and student placement programmes enabled young graduates and other candidates to enter the gaming industry.

The vacancies at the middle management level relate to 38% of all job openings. The increase in vacancies at this level was notable, with a 10% growth between end-2019 and end-2020, over and above the 53.3% increase registered from end-2018.

The vacancies at the top management level were estimated at a mere 3%. As a result of the COVID-19 pandemic, some companies decided to put the recruitment process on hold, especially C-level, due to difficulties with onboarding candidates and holding in-person interviews with the Board. To this end, the companies classified as large³ reported only four unfilled top level vacancies by the end of 2020.

As presented in Chart 1, the majority (68.3%) of the vacancies remained unfilled for no more than three months. This means that 587 positions were filled within 90 days. Around 23.3% of the positions in the gaming industry remained open for a period of between three to six months, while 8.4% were left unfilled for over six months. Vacancies may take longer to fill due to the lack of required skills, qualifications, or experience among applicants. Vacancies in micro firms tend to remain vacant for longer when compared with those of other firms, with 18% of job openings remaining unfilled for longer than six months and 24% being filled in a period of between three to six months.

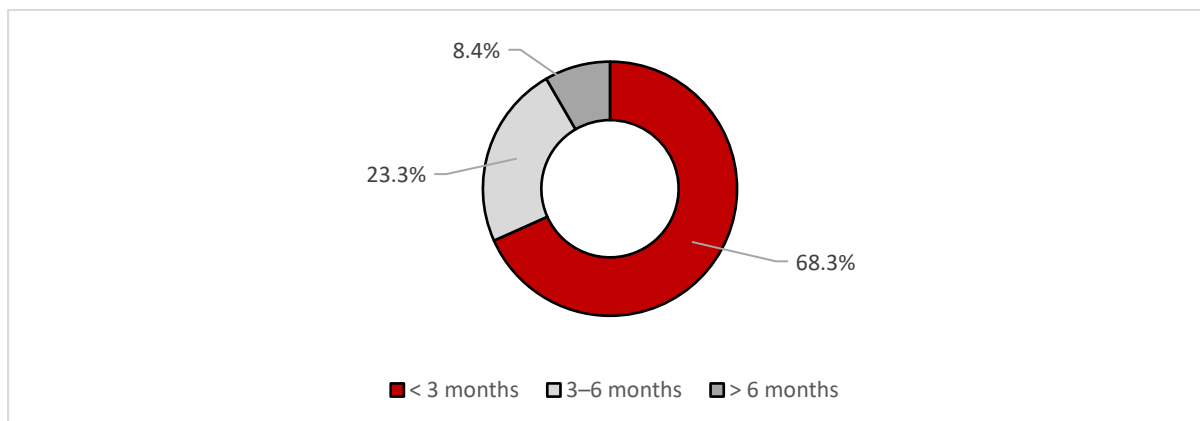


CHART 1: UNFILLED VACANCIES BY PERIOD

The predominant areas of vacancies as at the end of 2020 was that involving marketing, which accounted for 26% of job openings. As indicated in Chart 2, vacancies in the marketing category remained high throughout all the previous reporting periods (2017–2020). This is mostly due to the fact that digital marketing jobs, which form part of that category, are evolving in a way that the required skill sets are not being well covered by the courses available, thereby resulting in high demand for marketing professionals and a short supply of talent. The customer care jobs, which are also included in the marketing category, are also in high demand. This is mostly attributed to the fact that the language skills required to service particular markets are becoming very hard to find in Malta,

³ The results of the survey were analysed against the National Statistics Office (NSO) metadata, which classify company size according to the number of FTE employees. Firms with up to 10 FTE employees are classified as micro firms, those comprising up to 49 workers are considered to be small firms, those which have up to 249 employees are classified as medium enterprises, while those which have 250 or more employees are categorised as large firms.

and hiring people from other countries became more difficult on account of COVID-19 travelling restrictions. Vacancies within the technology category were also significant, accounting for 21% of the total vacancies and reporting a 31% growth from the results recorded in 2019.

It is worth noting that job openings within game operation and development reported the highest drop when compared with the figures registered as at the end of 2019, and accounting for 16% of the total number of vacancies in 2020. As depicted in Chart 2, the vacancies within this category tend to fluctuate the most from all job categories. Another 16% of the vacancies registered as at the end of 2020 referred to jobs falling within the legal and compliance, risk, and fraud category; which jobs are characterised by a strong demand elsewhere in the economy.

Vacant posts relating to finance, payment and HR and the data and analysis categories were relatively small when compared with the other categories, accounting for 7% and 5% of all vacancies respectively. This is at par with the trends observed in the previous reporting periods. The remaining 9% referred to vacancies falling in the others category.

This analysis indicates that there is significant potential for the local education system to contribute more towards addressing the issues of job vacancies by better aligning tertiary education with what the market needs, and separately providing more focused, industry-specific courses in Malta. More emphasis should also be placed on training aimed at middle management level employees. This is in view of the relatively low number of people who have the experience necessary to be able to fill the growing number of vacancies at this level.

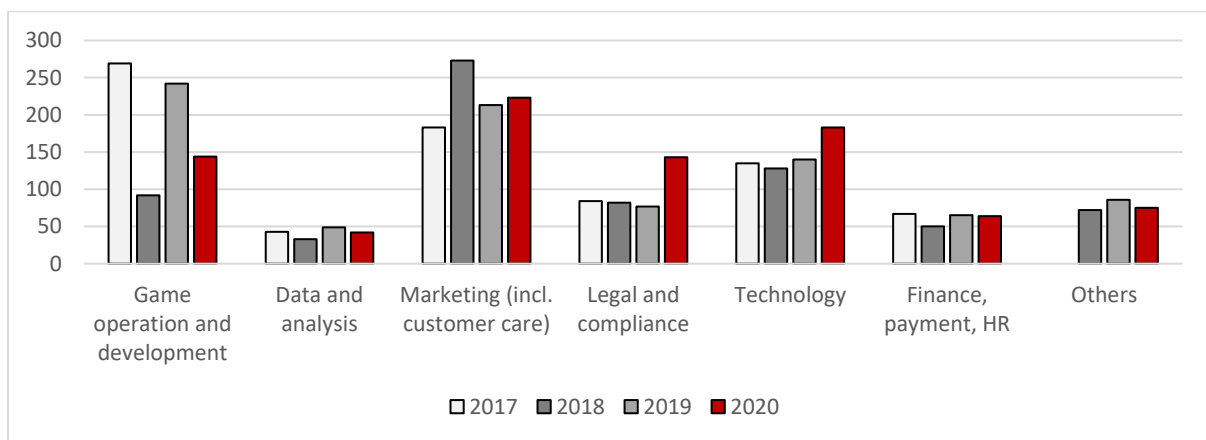


CHART 2: DISTRIBUTION OF JOB VACANCIES

Across firms of all sizes, the highest number of job vacancies relate to operational level positions, and account for 59% of the total number of vacancies as at the end of 2020, as shown in Chart 3. This was followed by 38% of the vacancies pertaining to middle management job positions and 3% of the number of vacancies at top management level.

Within large firms, operational level jobs represented 53% of the total vacancies within this firm size category and accounted for 24% of all the total vacancies reported by all the firms across all job categories as at the end of 2020. The highest number of these job opportunities belong to the legal and compliance, and marketing categories. Middle management positions also remain mostly vacant within large firms, accounting for 46% of vacancies within this firm category and 22% of all the total

vacancies reported by all firms across all job categories as at the end of 2020. The highest number of jobs referred to the marketing and technology categories. On the other hand, small firms reported the highest number of vacancies within the top management category, representing 7% of the total vacancies within this firm size category.

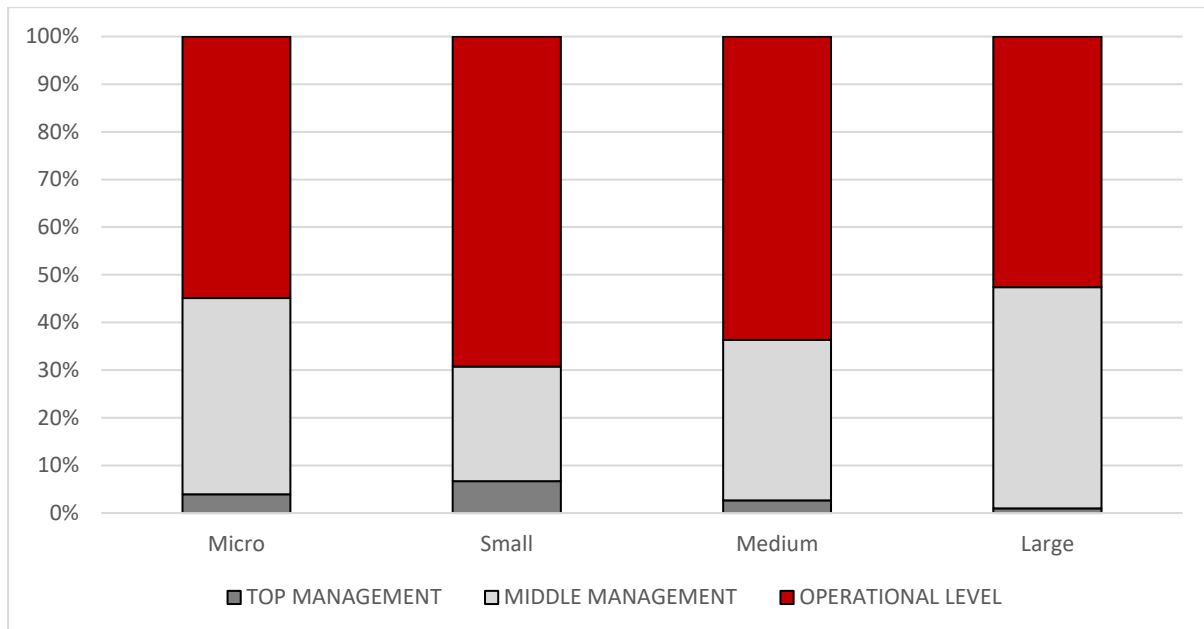


CHART 3: UNFILLED VACANCIES ACCORDING TO JOB LEVEL BY FIRM SIZE

3.2 Main causes of unfilled vacancies

The lack of job experience (28.2%) remained the primary cause of unfilled vacancies by the end of 2020, as shown in Chart 4. This is five percentage points less than that reported at the end of 2019. The competition from other firms follows close behind, with 27.2% of the respondents considering it to be a key cause of unfilled vacant positions in their companies. The lack of qualifications was indicated by one-fifth of all operators as another main cause of unfilled vacancies. It is worth noting that only 11.4% of the firms indicated a general lack of interest by workers in the sector as a cause of vacancies, in line with the results obtained from the previous surveys, while only 5% of operators did not experience any major difficulties with filling the vacancies. The remaining 8.9% of operators indicated other reasons for open vacancies, such as difficulties with finding candidates with certain language skills and a lack of interest from natives in moving to Malta.

The COVID-19 pandemic also had an impact on the number of unfilled positions, as companies put the recruitment process on hold whilst others were unable to finalise the process due to travel restrictions. Furthermore, some candidates did not want to take the risk of changing their current employment due to the growing uncertainty of job security caused by the COVID-19 pandemic.

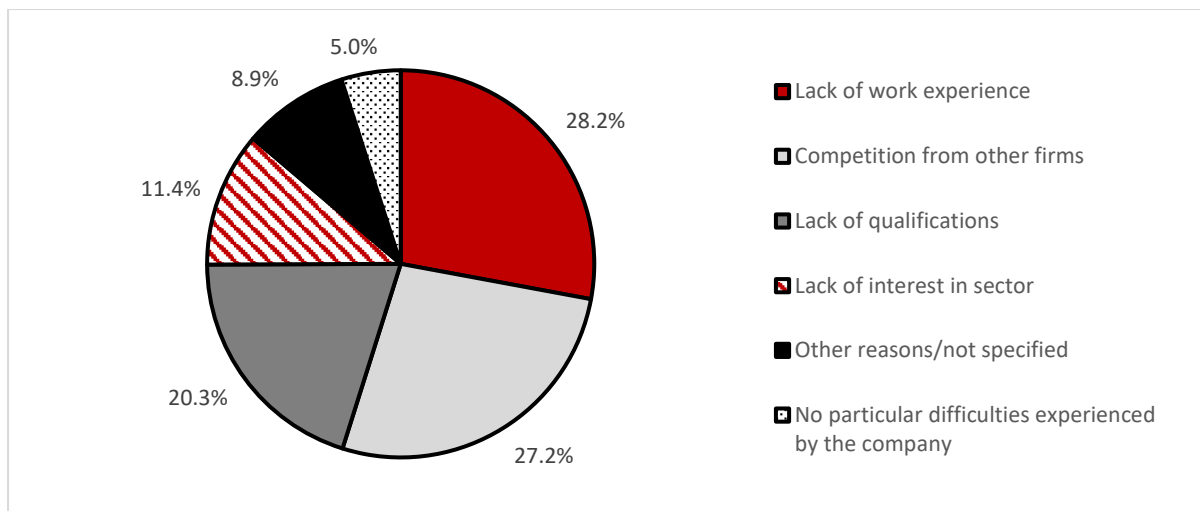


CHART 4: MAIN CAUSES OF UNFILLED VACANCIES

Lack of work experience was reported as the main cause of unfilled vacancies by firms of sizes small and medium, as shown in Chart 5. However, in the case of micro firms, competition from other employers featured as being relatively more important. For large firms, lack of work experience and lack of qualifications were equally subjected as the main causes for their unfilled vacancies. It is also evident that large firms tend to face less difficulties in filling vacant positions. Indeed, around 10% of large firms indicated that they faced no particular difficulties in filling the vacancies.

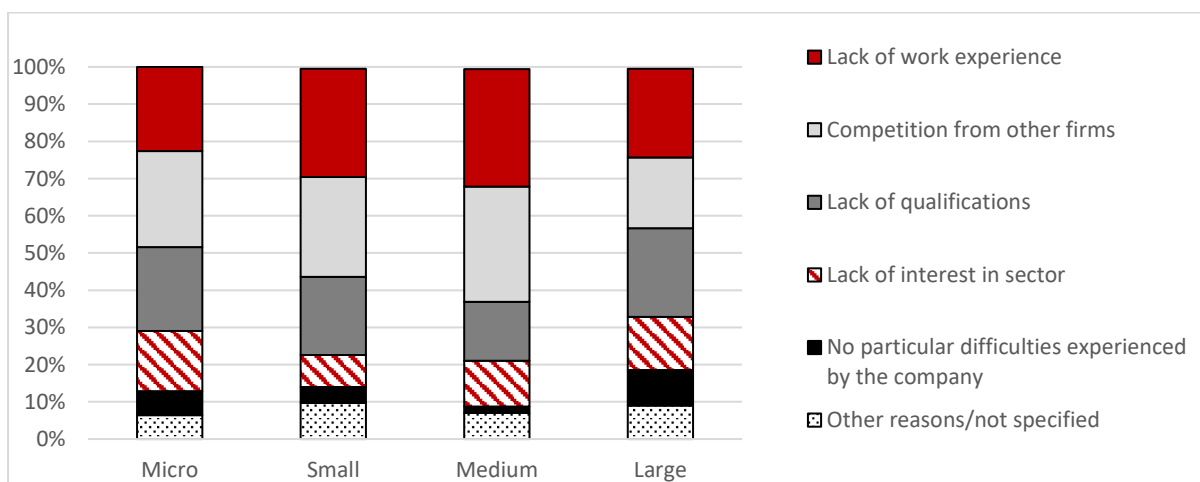


CHART 5: MAIN CAUSES OF UNFILLED VACANCIES BY FIRM SIZE

Furthermore, one-fifth of the operators expressed their dissatisfaction with the speed of the labour market’s adjustment to changes in the demand for skills, as indicated in Chart 6.

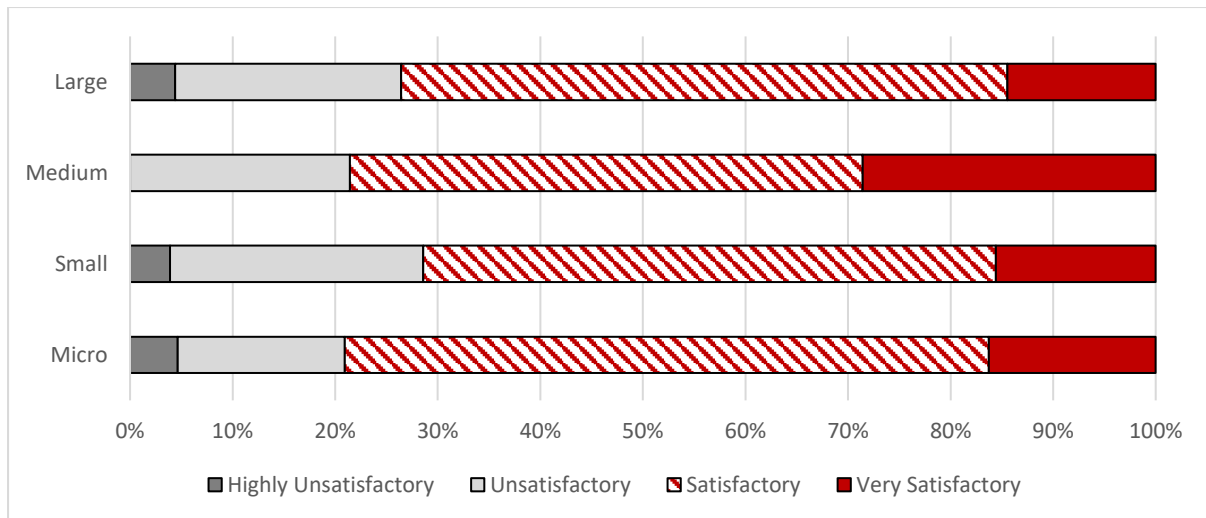


CHART 6: SPEED OF LABOUR MARKET

These results confirm the potential on-going improvement in the education sector by addressing the human capital requirements of the online gaming industry in Malta. Investment in human capital through education will lead to a larger pool of experienced workers in future years. Furthermore, the strong interest of workers in the gaming sector directly contributes to an existing pool of people that may be motivated in conducting gaming-related training.

4 Recruitment strategies

Over the past years, more than one-third of firms (37%) continued to recruit workers who were already employed by other firms in the online gaming sector, as shown in Chart 7. The sourcing of experienced talent from firms in other industries is practised by around one-fifth of respondents. A similar proportion of operators, typically larger firms, indicated recruitment from abroad as another important source of workers. The recruitment of workers who have just graduated from university was reported by 12% of the surveyed companies. On the other hand, the sourcing of candidates from secondary and post-secondary institutes collectively accounted for 14% of recruited employees. This may be seen as a result of the various measures implemented by the Government over the past year, as reviewed in Section 6.

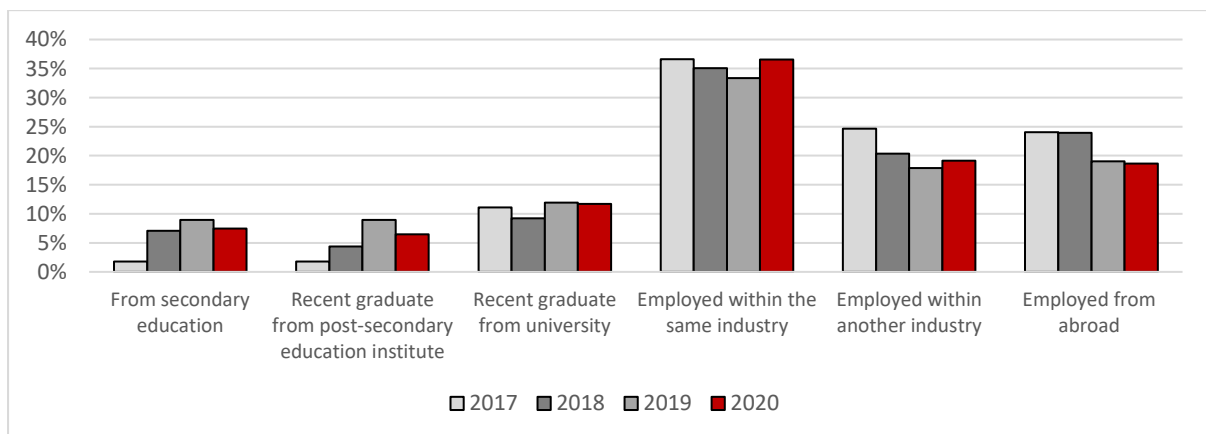


CHART 7: SOURCES OF RECRUITMENT OVER THE PAST TWO TO THREE YEARS

The majority of all firm types prefer recruiting experienced employees from within the same industry, from other industries, or from abroad, as indicated in Chart 8. Only 12% of all recruits are recent graduates from university. These results further confirm the potentially stronger role which could be played by local educational institutions in servicing the needs of the online gaming industry. This however needs to take due account of the fact that most operators, especially micro and small firms, have a stronger preference for candidates who already know the job well and require less investment in training to reach the companies' expectations.

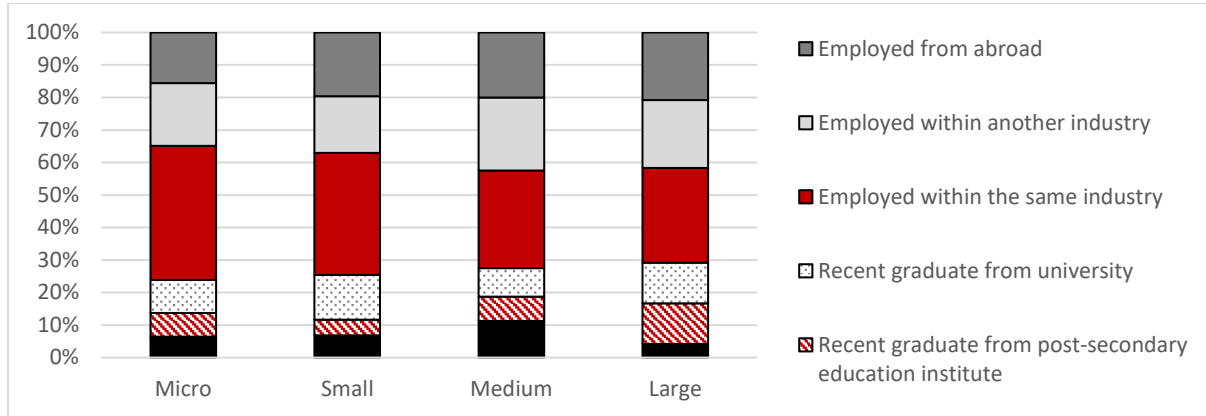


CHART 8: SOURCES OF RECRUITMENT BY FIRM SIZE

5 Training and development activities

In line with the results from the previous years, most respondents indicated that they had taken steps to create the skills they require during 2020. The various methods used by companies to achieve this objective are presented in Chart 9. The relatively minimal 5.7% of respondents who reported no activity in this regard mainly represent micro and small firms which have a limited amount of resources dedicated to human capital formation.

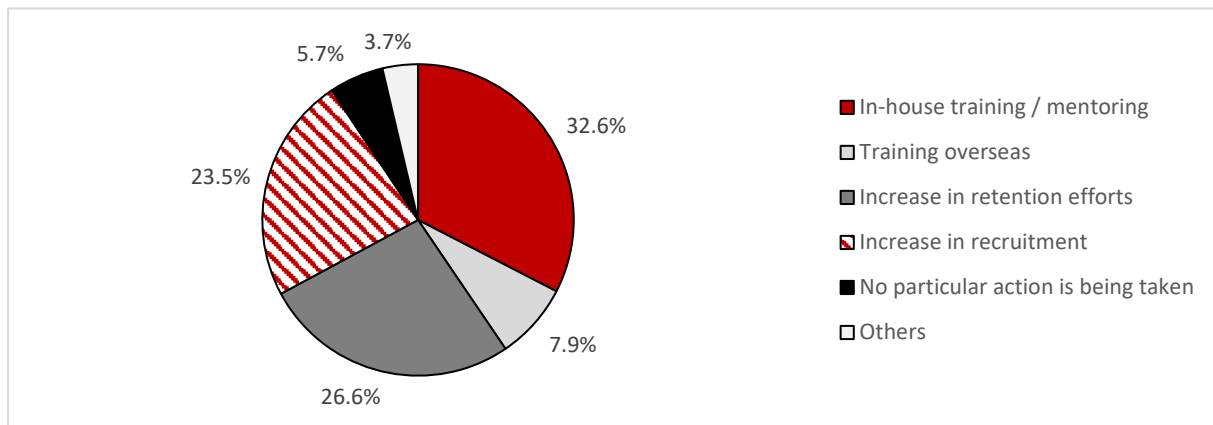


CHART 9: WHAT KIND OF INITIATIVES ARE BEING UNDERTAKEN TO FILL IN THE EXISTING SKILLS GAP?

Out of all the respondents to the MGA's survey, 32.6% indicated that they invest in in-house training or mentoring in order to tackle skill shortages. Furthermore, the responding companies said that to fill in the existing skills gap, they had increased their retention efforts (26.6%). Increased recruitment was indicated by 23.5% of operators. Around 8% of respondents, most of which represent micro and small firms, also provide overseas training to address the skills gap. Nonetheless, the latter had to be

put on hold due to the travel and movement restrictions that had to be introduced to contain the spread of the COVID-19 outbreak.

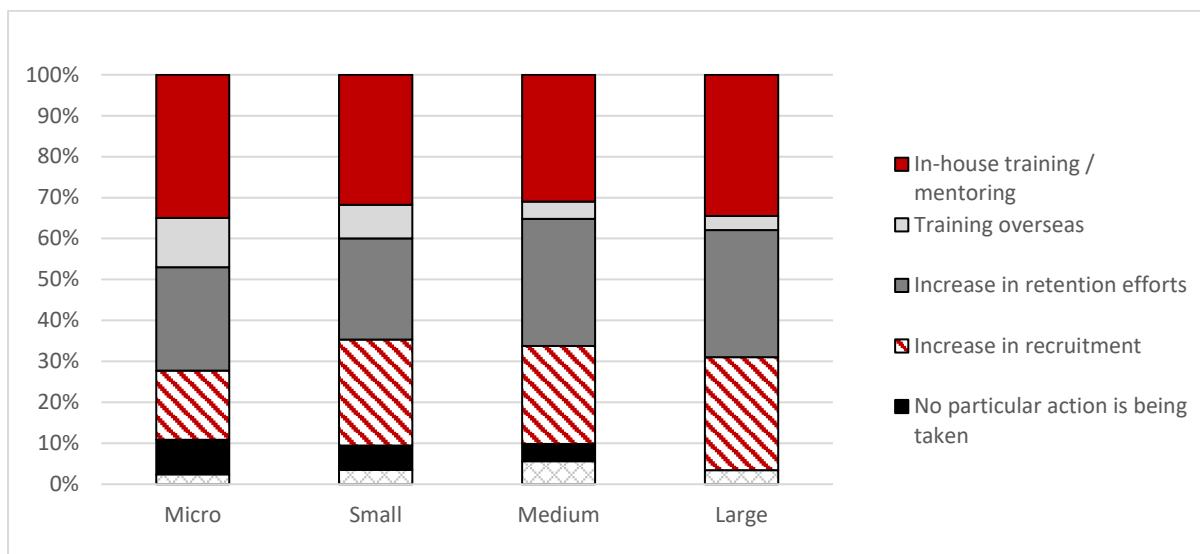


CHART 10: INITIATIVES UNDERTAKEN TO FILL IN THE EXISTING SKILLS GAP BY FIRM SIZE

The retention of employees is an especially pressing topic during and following the COVID-19 pandemic, due to the challenges related to employment. Against this background, the increase in retention efforts was indicated by firms of all size, with medium-sized and large firms placing the most importance on this strategy. In fact, 31% of large firms and medium-sized firms put more effort into employee retention in order to retain top talent and be able to compensate for staff turnover. Hence, while firms of all sizes recognised the need to retain trained and qualified workers, larger firms were more likely to concentrate on this strategy by investing in their employees.

6 The educational offering to the online gaming industry in Malta

The COVID-19 pandemic has created the largest disruption of education systems in recent history, affecting nearly 1.6 billion learners in more than 190 countries and all continents. Closures of schools and other learning spaces have impacted 94% of the world’s student population⁴. On the other hand, the global crisis has stimulated innovation within the education sector and prompted the development and promotion of remote learning. The academic institutions in Malta also had to readjust the training offerings and, in many cases, moved from the classroom environment to online space in order to ensure the continuity of teaching and learning.

The survey conducted for 2020 obtained the respondents’ opinions regarding the value for money, quality, and availability of training opportunities in Malta when compared to other jurisdictions with which the operators had experience⁵. While the large majority of responses pointed to at least a degree of satisfaction with the outcomes, between 19% and 24% of the respondents indicated that more needs to be done with respect to training opportunities in Malta (refer to Chart 11). Respondents indicated that most of the entry-level courses are being well-covered by the local training providers

⁴ United Nations, Policy Brief: Education during COVID-19 and beyond, August 2020.

⁵ The operators who did not have any experience with other jurisdictions were excluded from this analysis.

and help to get a general understanding of the industry and key verticals. However, more courses should be made available for management. These results are very much in line with the respondents’ opinion from the past years, although, when compared to 2019, a steady increase in satisfactory opinions was noted for availability, quality and value for money of training opportunities, with an increase of 3.5, 4.4 and 1.8 percentage points respectively.

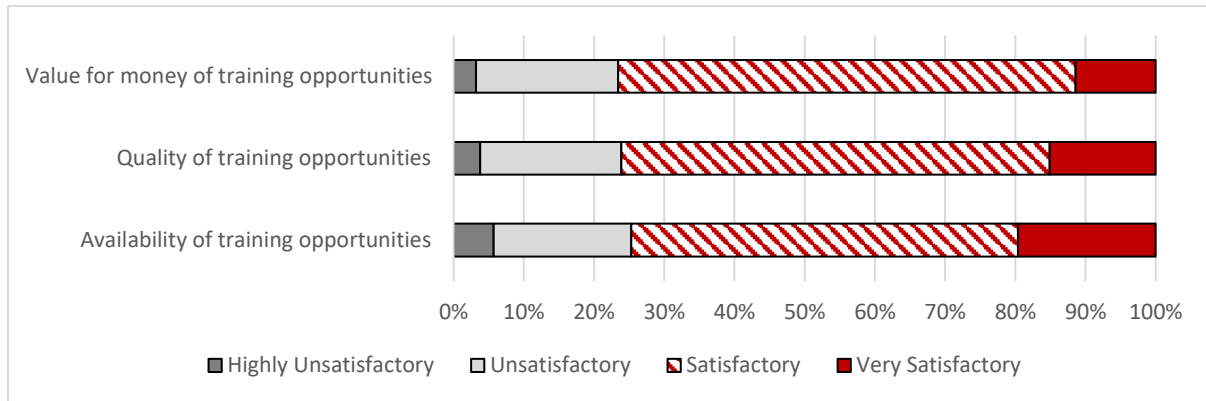


CHART 11: TRAINING OPPORTUNITIES IN MALTA

Micro firms, in particular, tend to be the most satisfied with the value for money of training opportunities, with 80% rating them as “satisfactory” and “very satisfactory”. On the other hand, medium-sized companies are the least satisfied with the quality of the courses, with 36% of the respondents rating them as “unsatisfactory”. These firms further indicated that some courses are outdated and are not adjusted to the rapid changes in the gaming sector. The micro and small companies tend to be more satisfied with the quality of training opportunities in Malta, with only 17% and 26% of these firms, respectively, expressing dissatisfaction in this regard.

Malta made several policy efforts to ensure that training courses are aligned with the industry’s needs. In June 2021, the MGA and the University of Malta signed a sponsorship agreement where the Department of Economics organised a series of lectures on Game Theory providing students with added knowledge and understanding of strategic interactions among people within and between organisations. Further to the sponsorship of these lectures, the two entities have both committed themselves to more collaborations for the benefit of local students and the gaming industry.

In 2017, the European Gaming Institute of Malta (EGIM) was launched following an agreement signed between the MGA and The Malta College of Arts, Science & Technology (MCAST). This strategic initiative aims to further develop the talent pool in the gaming industry and create more long-term careers for both local and foreign students, through educational programmes which will enhance the sustainability and growth of the workforce in the sector. The diploma in iGaming is designed to provide the basic knowledge and skills required to work in the gaming industry, these being pre-requisites for the follow-up course - a two-year Level 4 Advanced Diploma Programme. At this level of study, students are introduced to fundamental subjects in iGaming, web development, multimedia, and basic data analysis. This course also includes a two-week work exposure to help students form a clear idea of the nature of the ICT vocation they intend to follow. Despite the closure of all education institutions in Malta that occurred in March 2020, to ensure the safety and wellbeing of students and staff during

the pandemic, 48 students enrolled for the iGaming Diploma with 20 of these students graduating from the course after being granted a possibility of remote learning.

In addition, more than 80 students enrolled for the Award in iGaming course at the iGaming Academy (IGA) IGA during 2019 and 2020, which is an MQF accredited course developed through a collaboration between the MCAST, EGIM and IGA, for students looking to further their career in the online gaming industry or gain a greater understanding of the sector. In 2020, the iGaming academy converted all classroom courses into webinar sessions due to the COVID-19 pandemic.

Cognisant of the employment challenges faced by gaming companies in the local market and the need for the necessary work experience required by students to pursue a career in the industry, the Government and Gaming Malta initiated the Student Placement Programme (SPP), resulting in 21 successful matches between students and companies participating in the first year of the programme in 2019. In 2020, the SPP was put on hold due to the safety threat and uncertainty caused by the COVID-19 outbreak.

7 Conclusion

While the onset of the COVID-19 pandemic had far-reaching effects on many aspects of economic activity and the labour market, the gaming sector in Malta continued to increase the number of jobs with job vacancies remaining relatively stable over the year. The recruitment of workers from foreign jurisdictions was further complicated by the pandemic, to which firms generally reacted by improving their retention and training efforts.

The sector continued to be affected by perennial challenges regarding the extent to which the educational system in Malta is providing industry-ready candidates for employment. Insufficiencies on this front would lead to the need to attract workers from other firms within or outside the sector. A number of human capital development projects were initiated and continued during 2020 to address these issues, subject to the constraints imposed by the pandemic event, also featuring MGA entering into specific initiatives in collaboration with other stakeholders towards this end.

Annex 1 Job levels and categories

Below are the levels identified for the purpose of the survey:

- **Top management** - including C-level positions or equivalent;
- **Middle management** - including Heads, Managers, Senior Officers and Senior Executives or equivalent; and
- **Operational level** - including Executives, Officers, Administrators, Administrative Assistants or equivalent.

Below is a non-exhaustive list of the typical job roles included within the categories listed below:

- **Game operation and development:** Head of Poker, Poker Manager, Casino Coordinator, Casino Campaign Manager, Mobile Product Manager, Head of Sportsbook, Sportsbook Manager/Product Development, Odds Compiler Specialist, Senior Bookmaker, Senior Trader.
- **Data and analysis:** Head of Analytics, Analytics Manager, Business Data Analyst, Data Warehouse Architect, Head of BI, BI Developer.
- **Marketing:** CRM Manager, Head of Brand, Digital Marketing Manager, Head of Affiliates, Head of SEO, Chief Commercial Officer, Head of Customer Care, Sportsbook Marketing Manager, Digital Content Manager, Copywriter, Social Media analyst, Graphic Designer.
- **Legal and compliance, risk and fraud:** Legal Compliance Manager, Legal Counsel, Chief Risk Officer, Fraud Manager, Fraud Analyst.
- **Technology:** Senior Software Developer, Front-end Developer, Back-end Developer, Web Developer, Web UX/UI Designer, Senior QA-Engineer, Platform Engineer, Software Engineer.
- **Finance, payment and human resources:** Chief Financial Officer, Payments and Reconciliation Analyst, HR Manager, Recruiter, Trainer.

Annex 2 Job positions and required skills set

Below is a list of the main job positions within each category and an overview of the generic and industry-specific skill set required for these job positions.

Game operation and development

Jobs in the iPoker sector:

Job overview	Generic skillset	Skills specific to gaming
Mobile Product Developer		
<ul style="list-style-type: none"> - Builds, maintains and delivers product launches and enhancements, elements of business analysis, UX, development and product management, all within mobile gaming - Creates new apps, produces requirements and full specifications, and then ensures that the web design team produces an outcome that meets all business needs - Keeps up-to-date with mobile technology 	<ul style="list-style-type: none"> - Technical degree/qualification - Strong understanding of mobile and web-based technologies - Experience in UX and UI and ability to wireframe - Strategic and analytical thinking - Customer-focused - Communication and presentation skills - Problem-solving skills 	<ul style="list-style-type: none"> - Thorough understanding of the target audience, the mobile casino, poker and bingo players - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Head of Poker		
<ul style="list-style-type: none"> - Drives front-end product development across desktop and mobile platforms - Overall management of poker products - Communicates with a number of key stakeholders, including the marketing team and back-end functionality 	<ul style="list-style-type: none"> - Management skills - Communication skills - Customer-focused - Understands working in an online environment - Interpersonal skills - Marketing skills - Basic software development knowledge 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Understands poker and target audience - Familiar with laws and regulations governing remote gaming
Poker Manager		
<ul style="list-style-type: none"> - Responsible for the direction that keeps the regular players coming back, while attracting new players with a mix of games, tournament structures, and events that offer 	<ul style="list-style-type: none"> - Creative analytical thinker - Customer-focused - Communication, interpersonal and relationship-building and maintaining skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Understands poker and target audience

<p>something for both beginners and seasoned players</p> <ul style="list-style-type: none"> - Responsible for revenue generation in accordance with business objectives - Acts as a key stakeholder and poker expert to the internal development team - Steers and provides inputs to product roadmap - Plans and schedules all poker tournaments 	<ul style="list-style-type: none"> - Understands working in an online environment 	<ul style="list-style-type: none"> - Familiar with laws and regulations governing remote gaming
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Jobs in the iCasino sector:

Job overview	Generic skill set	Skills specific to gaming
Casino Coordinator		
<ul style="list-style-type: none"> - Defines marketing strategy - Ensures customers are looked after from their first-ever touch point onwards - Works with the Marketing Manager to ensure customers receive relevant offers and communications - Reports on casino performance to the team and Managing Director - Improves reporting with insights that help further develop the product offering and customer experience - Oversees any product and game launch plans - Ensures that project deadlines and key milestones are met 	<ul style="list-style-type: none"> - Communication skills - Organisational skills - Teamwork and interpersonal skills - Analytical and problem-solving skills - Marketing skills - Customer-focused - In-depth understanding of target audience 	<ul style="list-style-type: none"> - Understands the casino product, its development process and the online gaming industry - Knowledge of gaming software applications - Familiar with laws and regulations governing remote gaming
Casino Campaign Coordinator/Marketing Manager		
<ul style="list-style-type: none"> - Responsible for the implementation, monitoring and evaluation of campaigns - Develops the casino marketing, business development and brand strategy 	<ul style="list-style-type: none"> - Market analysis skills - Time management skills - Strategic analytical thinking - Customer-focused - Organisation skills - IT skills - Communication skills 	<ul style="list-style-type: none"> - Understanding of online casino and customer behaviour in online gaming industry - Knowledge of gaming software applications

<ul style="list-style-type: none"> - Responsible for designing a customer loyalty programme which is in line with the company's strategy to attract, develop and retain the right target of customers - Accountable for developing new business opportunities, managing relationships with business partners and key customers 	<ul style="list-style-type: none"> - In-depth understanding of target audience - Business development skills - Management skills 	<ul style="list-style-type: none"> - Familiar with laws and regulations governing remote gaming
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Jobs in the iBetting sector:

Job overview	Generic skill set	Skills specific to gaming
Head of Sportsbook		
<ul style="list-style-type: none"> - Overall product management responsibility for the sportsbook products - In close cooperation with the Brand Managers, the Head of Sportsbook's responsibility is to ensure the best possible sportsbook experience for customers - Stays up-to-date with the latest market developments and competitors - Manages relationships with suppliers in sportsbook-related questions and relations with third party suppliers 	<ul style="list-style-type: none"> - Communication skills - Organisational skills - Teamwork and interpersonal skills - Analytical and problem-solving skills - Marketing skills - Customer-focused - In-depth understanding of target audience 	<ul style="list-style-type: none"> - Understands the sportsbook product, its development and the process of the online gaming industry - Knowledge of gaming software applications - Familiar with laws and regulations governing remote gaming

Sportsbook Manager/Product Development		
<ul style="list-style-type: none"> - Leads all activities associated with the measurement, analysis and reporting of the performance of the sportsbook platform - Understands business strategy and competitive position - Works closely with other product owners to help shape plans for evolving the overall sportsbook customer experience 	<ul style="list-style-type: none"> - Management skills - Communication skills - Customer-focused - Interpersonal skills - In-depth understanding of target audience - Business development skills 	<ul style="list-style-type: none"> - Strong knowledge of online product development and online customer behaviour - Familiar with laws and regulations governing remote gaming - General understanding of sports betting
Odds Compiler Specialist		
<ul style="list-style-type: none"> - Monitors odds for matches available in the sportsbook - Compiles odds, evaluates risks, proposes betting fixtures, analyses profit/loss and betting behaviour - Reviews operational management and compliance - Operates the day-to-day sportsbook in collaboration with the team - Assists in the planning and coordination of product launches and improvement programmes 	<ul style="list-style-type: none"> - Strong mathematical and analytical skills - Statistical skills - IT skills - Communication and interpersonal skills 	<ul style="list-style-type: none"> - General understanding of sports betting - Familiar with laws and regulations governing remote gaming
Senior Bookmaker		
<ul style="list-style-type: none"> - Leads a small team which compiles sports odds - Proactively trades on sports markets, monitors liabilities, and makes necessary price changes to ensure maximum profitability - Ensures sports offer is kept up-to-date 	<ul style="list-style-type: none"> - Team player - Eye for detail - Critical and analytical thinking - Organisation skills - Communication skills - Time management skills 	<ul style="list-style-type: none"> - Understanding of sports betting - Familiar with laws and regulations governing remote gaming

<ul style="list-style-type: none"> - Analyses profit/loss and general betting behaviour from shops/clients - Monitors competitors' offers 		
Senior Trader		
<ul style="list-style-type: none"> - Manages company liabilities - Analyses market trends and helps to increase the sportsbooks' current portfolio of markets - Supports and maximises the growth in profitability of the products by providing effective day-to-day trading and liability management of sports markets 	<ul style="list-style-type: none"> - Statistical, mathematical and market analytic skills - Communication skills - Time management skills - Customer-focused - Risk management skills - Strategic and logical thinking 	<ul style="list-style-type: none"> - Understanding of sports betting - Familiar with laws and regulations governing remote gaming
Live Trader		
<ul style="list-style-type: none"> - Sets up and runs live betting markets - Compiles odds for specific matches and sports during the match - Settles, checks, and ensures the correct working of live betting processes and makes sure the product is competitive in terms of both odds and range of bets 	<ul style="list-style-type: none"> - Mathematical, statistical and analytical skills - Logical mind-set - Communication skills 	<ul style="list-style-type: none"> - Understanding of sports betting - Familiar with laws and regulations governing remote gaming

Data and analysis

Jobs in the data analytics sector:

Job overview	Generic skillset	Skills specific to Gaming
Head of Analytics		
<ul style="list-style-type: none"> - Works closely with the BI Team and liaises with the Data Warehouse Architect - Provides guidance on the BI strategy and assists different departments with analytics on reporting and business needs 	<ul style="list-style-type: none"> - Degree or equivalent within financial, mathematical or economic discipline - Leadership skills - Business development skills - Problem-solving and analytical thinking 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

<ul style="list-style-type: none"> - Responsible for developing reports and dashboards, and building Prototype Analytical Data Models - Develops new metrics and indicators to enhance aspects of player behaviour - Assists the enhancement of the in-house data warehouse 	<ul style="list-style-type: none"> - Strong communication and presentation skills 	
Analytics Manager		
<ul style="list-style-type: none"> - Builds the necessary systems to keep high-quality data at hand at all times for the business - Implements company-wide analytics tools and customer retention schemes - Suggests ways of improving the product via a number of research techniques - Mentors junior analysts and drives day-to-day decision-making 	<ul style="list-style-type: none"> - Degree or equivalent within financial, mathematical or economic discipline - Data analytics skills - Vast experience with manipulation using a variety of tools - Problem-solving skills - Critical thinking 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Business Data Analyst		
<ul style="list-style-type: none"> - Takes huge volumes of data and turns that data into real business insights that will enable growth of the business - Identifies how site development and changes drive changes in customer behaviour - Utilises various research methods to suggest improvements based on the data 	<ul style="list-style-type: none"> - IT/Business and Computing-related qualification - Knowledge of working in an online environment - Statistical analysis and hypothesis testing skills - Data analytics skills - Problem-solving skills - Critical thinking 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Data Warehouse Architect		
<ul style="list-style-type: none"> - Works within a multi-disciplinary team to deliver, develop and manage a multi-layered data warehouse with data sets specific to the gaming industry - Manages data capture, loading, transformation and data integration processing, and scheduling of data processing - Works closely with the BI Architect to design and deliver user-facing 	<ul style="list-style-type: none"> - Maths/Computing/Technical-related degree - Statistical, mathematical and analytical skills - Knowledge of data integration products, data warehouse management, and script language - Problem-solving skills - Communication skills - Extensive SQL query writing and optimisation 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

data models that promote speed, accuracy and ease of use		
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Jobs in the BI sector:

Job overview	Generic skillset	Skills specific to Gaming
Head of Business Intelligence		
<ul style="list-style-type: none"> - Leads a team to develop analytical decision frameworks, design datasets, track and measure strategic initiatives - Works across the organisation and with clients to ensure that the right data is collected and processed to enable smart, data-driven decisions - Works with business partners to interpret results, devise action plans and evolve business execution 	<ul style="list-style-type: none"> - Mathematical/Statistical-related degree - Familiarity with database management systems, data integration tools, reporting tools, and analysis/dashboard tools - Statistical skills, IT skills, and research skills - Presentation skills and communication skills - Ability to analyse digital customer acquisition 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
BI Developer		
<ul style="list-style-type: none"> - Works with a team of analysts and data development professionals - Helps to create and manage company insights across its operations - Designs and develops the data warehouse platform - Provides reporting and dashboard solutions in conjunction with business needs - Data modelling and data integration of all business data including internal, third party and migration 	<ul style="list-style-type: none"> - Maths/Computing/Technical-related degree - Knowledge of SQL and working within Agile and Scrum environments - Knowledge in working with data integration tools - Coding ability with languages such as .NET, Java, and/or Python - Strong communication skills and interpersonal skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

Technology

Job overview	Generic skillset	Skills specific to Gaming
Senior Software Developer		
<ul style="list-style-type: none"> - Responsible for the ongoing development and maintenance of the software - Maintains the database structure for the company’s applications - Develops enterprise quality systems for use in a highly distributed environment - Supports the development team by providing prototyping and technology explorations to help identify key technologies for future projects 	<ul style="list-style-type: none"> - IT-related degree/ qualification - Strong software design and debugging skills - Web development knowledge, using software such as Spring MVC, Spring Web Sockets, and AngularJS - Development using enterprise technologies and Agile development methodology - Integrating with SQL and Non-SQL databases - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Front-end Developer		
<ul style="list-style-type: none"> - Responsible for implementing front-end features on online channels - Develops and tests across multiple browsers, platforms and devices, including smartphones and tablets - Develops cross-browser and cross-platform compatible solutions 	<ul style="list-style-type: none"> - IT-related degree/ qualification - Understanding of cross-browser and cross-platform issues, experience with JQuery - Advanced knowledge of web and mobile UX/UII HTML5, LESS, and SASS experience, coding valid XHTML and CSS mark-up, Agile methodologies, and working with version control systems such as GIT and JavaScript frameworks to create rich interactive content - Good understanding of Web Accessibility 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Back-end Developer		
<ul style="list-style-type: none"> - Responsible for defining the architecture and future direction of the back-end system 	<ul style="list-style-type: none"> - IT-related degree/ qualification 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations

<ul style="list-style-type: none"> - Reports directly to the CTO with a focus on database applications and development architecture - Responsible for mobile application support and a technology review of the existing portfolio - Plans, designs, develops, debugs, implements and supports web-based applications and services 	<ul style="list-style-type: none"> - Knowledge of systems such as .NET, C#, MVC, SQL and WCF, and of frameworks such as NUnit, StructureMap, Moq, or similar - Experience using versioning control systems - Communication skills - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Familiar with laws and regulations governing remote gaming
Web Developer		
<ul style="list-style-type: none"> - Helps imagine, prototype, build, and maintain the user interfaces in different platforms, including websites, web applications, and online games - Works with the designers to bridge the gap between graphical design and technical implementation 	<ul style="list-style-type: none"> - IT-related degree/qualification - Proficient understanding of web markup, HTML5 and CSS3, PHP, JavaScript, UI/UX principles, AJAX, JQuery, and Websocket - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Web UX/UI designer		
<ul style="list-style-type: none"> - Focuses on the conception, design and implementation of interactive user interfaces using current web technologies, also for mobile devices - Analyses business requirements, gathers analytics data, creates and builds prototypes, and verifies them through user testing and A/B testing 	<ul style="list-style-type: none"> - IT and/or Marketing-related degree/qualification - Expertise in use case development, mock-ups and fully interactive prototypes - User experience design for web applications that leverage emergent technologies - Strong conceptualisation and visual communication ability - Drawing and design skills and sketchbook technique - Understanding of responsive design practices, mobile applications, and mobile optimisation - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

Senior QA Engineer		
<ul style="list-style-type: none"> - Works as part of an Agile team following developments from conception to release - Creates test strategies, test plans, and test cases to cover all features under development - Implements automated tests - Defines the QA processes in use by the team 	<ul style="list-style-type: none"> - IT-related degree/ qualification - Experience with high performance, high throughput and/or high availability systems - Knowledge in building automated tests, such as .NET and/or SoapUI or WCFTestClient - Knowledge of Agile methodologies and testing - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Platform Engineer		
<ul style="list-style-type: none"> - Develops and owns critical, high-performance, and scalable platform frameworks and components - Responsible for systems modelling, simulation and analysis 	<ul style="list-style-type: none"> - Experience in computer systems and engineering fields - Proficiency in infrastructure analysis and design concepts and implementations - Working experience in C, C++, Linux OS, and Windows OS - Knowledge in specifying and deploying scalable, highly available hardware and network platforms - Knowledgeable with Microsoft Team Foundation Server, Visual Studio, .NET, C#, and SQL Server - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming
Software Engineer		
<ul style="list-style-type: none"> - Ensures the availability of products and services - Responsible for the correct operation and recovery of hardware and software systems - Liaises with operators, developers, and third-party providers to 	<ul style="list-style-type: none"> - Degree in Computer Science/Engineering or related subject - Database knowledge and experience - In-depth knowledge of SQL - Strong knowledge in Windows Server 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

<p>establish effective testing and implementation procedures</p> <ul style="list-style-type: none"> - Resolves support issues with internal and external clients - Develops and maintains productive client relationships 	<p>applications, virtualisation technologies, and IT infrastructure to include servers, networking, and storage</p> <ul style="list-style-type: none"> - Analytical, evaluative, and problem-solving skills 	
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Marketing

Job overview	Generic skillset	Skills specific to Gaming
CRM Manager		
<ul style="list-style-type: none"> - Creates and coordinates multiple online campaigns, and provides weekly reports on same - Works closely with the Affiliate Manager - Establishes and maintains scalable processes that ensure best practices in campaign and lead management - Works with the design team to create high performing ad content and affiliate collateral - Researches for product development in other areas related to online gaming - Helps create and improve UI/UX by providing user behaviour data (analytics and surveys) to design team 	<ul style="list-style-type: none"> - Leadership skills - Business development skills - Ability to design and execute marketing strategies - Strong communication skills, both verbal and written - Strong presentation skills - Strong interpersonal skills and building/maintaining relationships - In-depth understanding of the target audience - Analytics skills 	<ul style="list-style-type: none"> - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming - In-depth understanding of online gaming customer base and how to attract and retain
Head of Brand		
<ul style="list-style-type: none"> - Defines and presents the overall brand/project strategy and direction to the Board of Directors - Project management, execution, delivery, measuring, and reporting of the approved brand/project strategy and direction - Brand/project departmental structuring, recruitment, direction, leadership, management, and training of staff 	<ul style="list-style-type: none"> - Leadership skills - Communication skills - Analytical, evaluative, and problem-solving skills - Strong presentation skills - Business development skills - Management skills - Time management skills 	<ul style="list-style-type: none"> - In-depth understanding of the online gaming industry and the company brand - Familiar with laws and regulations governing remote gaming

<ul style="list-style-type: none"> - Develops an ROI-measuring dashboard for all efforts so that the Board of Directors understand impact and can refine/optimize the programme - Holds, documents, and presents monthly, quarterly, and annual projects and staff assessments as well as any necessary proposed revision of strategy and direction, based on facts, assessments, and conclusions at hand 		
Digital Marketing Manager		
<ul style="list-style-type: none"> - Manages all aspects of CRM, SEO, and social media and website management - Manages the design process and builds the company websites with a clear emphasis on user experience and visual design - Overall management of SEO, web statistics, and keyword strategies as well as content - Creates and delivers strong creative and promotional content across all channels, including social media 	<ul style="list-style-type: none"> - Strong knowledge of managing UX projects in areas such as responsive build and visual design - Digital marketing skills and knowledge in SEO and social media advertising - Knowledge in areas of retention, acquisition, reactivation, and churn prevention - Presentation skills - Communication skills - Business development skills - Analytical, evaluative, and problem-solving skills 	<ul style="list-style-type: none"> - Understanding of the online gaming industry and the company brand - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming - Understanding of online gaming customer base
Head of Affiliates		
<ul style="list-style-type: none"> - Maintaining stimulating relationships with the current affiliates - Developing and monitoring affiliate promotions and materials - Identifying and recruiting new affiliates - Maintaining on-going communication campaigns 	<ul style="list-style-type: none"> - Knowledge of working in an online environment - Strong negotiation skills - Problem-solving and decision-making skills - Creative digital marketing skills - Communication skills - Analytical and evaluative skills - Programming skills 	<ul style="list-style-type: none"> - Online gaming-focused affiliate management skills - Knowledge of different gaming applications - In-depth understanding of the online gaming industry and the company brand

<ul style="list-style-type: none"> - Identifying and implementing other and new opportunities to enhance the affiliate programme - Keeping affiliates up-to-date on new products and programme enhancements 	<ul style="list-style-type: none"> - Leadership skills - Statistical skills - Strategic planning and execution skills 	<ul style="list-style-type: none"> - Familiar with laws and regulations governing remote gaming - Understanding of online gaming customer base
Head of Search Engine Optimisation (SEO)		
<ul style="list-style-type: none"> - Manages the processes necessary to continuously improve the on-site SEO for all brands and their specific markets - Participates in projects, ensuring optimised on-site SEO procedures and standards - Provides advice to SEO content managers concerning on-site SEO optimisation - Plans new implementations of functions and SEO changes, in co-operation with other departments 	<ul style="list-style-type: none"> - Degree in Marketing/ Computer Science/ Engineering - Understanding of all SEO processes - Basic web technology skills - General understanding of web analysis and internet marketing - Project management skills - Analytical, problem-solving, and organisational skills 	<ul style="list-style-type: none"> - Understanding of online gaming and online gaming branding - In-depth understanding of customer base - Familiar with laws and regulations governing remote gaming
Chief Commercial Officer (CCO)		
<ul style="list-style-type: none"> - Drives development and execution of a commercialisation strategy for the company - Responsible for revenue growth within the organisation 	<ul style="list-style-type: none"> - Strong leadership skills - Strategic thinking skills - Analytical, evaluative, and problem-solving skills - Sales management skills - Business development skills 	<ul style="list-style-type: none"> - In-depth understanding of the remote gaming industry and the company brand - Familiar with laws and regulations governing remote gaming - Understanding of online gaming customer base
Head of Customer Care		
<ul style="list-style-type: none"> - Manages all contact points with customers - Keeps customers active and engaged in the brand - Analyses customer data to conduct the most effective CRM campaigns - Ensures that all customer journeys and touchpoints, both on web and 	<ul style="list-style-type: none"> - Experience in customer service and sales management - Leadership and motivational skills - Communication skills - Strong reporting and presentation skills 	<ul style="list-style-type: none"> - Understanding of the online gaming industry and the company brand - Knowledge of gaming software applications and gaming operations - Familiar with laws and regulations governing remote gaming

mobile, are considered within CRM planning - Analyses customer segmentation	- Good at using CS-Tools and MS Office	
Sportsbook Marketing Manager		
<ul style="list-style-type: none"> - Takes campaigns from conceptualisation to completion, optimising in between and learning how to improve them in order to increase ROI - Collaborates closely with other stakeholders and internal departments to ensure that the site experience and customer journeys are consistent - Maximises both usability and accessibility across multiple devices 	<ul style="list-style-type: none"> - Knowledge of branding and communications - Marketing skills - Business development skills - Customer-focused - In-depth understanding of target audience 	<ul style="list-style-type: none"> - General understanding of sports betting - Solid understanding of retention, reactivation, and conversion methods, as well as operating, attracting, and retaining customer loyalty in an online transactional environment - Knowledge in online customer behaviour - Familiar with laws and regulations governing remote gaming
Digital Content Manager		
<ul style="list-style-type: none"> - Manages a team of copywriters and social media executives to deliver a wide range of online content - Develops and delivers upon a content plan, assuring that the websites are updated regularly with relevant and engaging copy, while adhering to brand guidelines - Oversees content production of both internal and external resources, taking on full responsibility for quality control, time management, and prioritisation of tasks 	<ul style="list-style-type: none"> - Digital marketing management skills - Web content and editorial knowledge - Strong communication and presentation skills - Creative writing skills - Knowledge in digital content writing/editing software - Experience in content management systems - Understanding of SEO and web analytics principles 	<ul style="list-style-type: none"> - Understanding of online gaming industry, software, applications, and branding - Understanding of customer base - Familiar with laws and regulations governing remote gaming
Social Media Analyst		
<ul style="list-style-type: none"> - Acts as knowledge centre for the social media activity - Develops reports on social media traffic and campaign performance - Identifies direct and indirect social media feedback 	<ul style="list-style-type: none"> - Knowledge of all social media applications - Strong communication and presentation skills - Customer-focused - Basic IT, marketing, and advertising skills 	<ul style="list-style-type: none"> - Understanding of online gaming and branding - In-depth understanding of customer base

- Keeps up-to-date with emerging trends, measurement tools and keywords	- Analytical skills	- Familiar with laws and regulations governing remote gaming
Graphic Designer		
- Creates design solutions that have a high visual impact - Works to a brief agreed with the creative director or account manager. - Develops creative ideas and concepts, choosing the appropriate media and style to meet the brand's objectives	- Understanding of company brand - Creative thinking - Communication skills - Strong presentation skills - Knowledge of graphic design - Understanding of web content/development	- Up-to-date knowledge of industry software - Affinity with online gaming branding - In-depth understanding of customer base - Familiar with laws and regulations governing remote gaming
Copywriter		
- Writes creative, personal, and effective copy - Creates content on a large variety of subjects, in a number of different media such as social media, banners, and articles for web and print	- Excellent writing and editing skills - Communication and presentation skills - Creative thinking - Basic IT skills - Marketing and advertising knowledge - Knowledge of branding	- Understanding of online gaming - In-depth understanding of customer base - Familiar with laws and regulations governing remote gaming

Legal and compliance, risk and fraud

Job overview	Generic skillset	Skills specific to Gaming
Chief Risk Officer		
- Implements fraud prevention strategy and sets up anti-fraud workflow within the several departments of the company to ensure effective monitoring of anti-fraud activities throughout the company and solve queries about anti-fraud operations - Provides and implements a strategy regarding customer registration, verification, due diligence, Know Your Customer	- Knowledge and experience of online payments, banking and payments processing - IT skills - Management skills - Motivational skills - Ability to work with numerous internal and external cross-functional teams - Ability to introduce creative anti-fraud solutions	- Strong knowledge of gaming operations - Familiar with laws and regulations governing remote gaming

<ul style="list-style-type: none"> (KYC) and anti-money laundering (AML) policies and processes 	<ul style="list-style-type: none"> - An understanding of the link between payments functionality and fraud prevention - Critical and analytical thinking 	
Key Official		
<ul style="list-style-type: none"> - Represents the licensee with the MGA - Ensures that all games are carried out fairly and that the interest of the players is always protected - Prepares monthly reports for the MGA and ad-hoc reports on any changes to the operations, not limited to changes to Terms and Conditions, downtime of IT systems, installation of new hardware, affiliates, and change of personnel 	<ul style="list-style-type: none"> - IT skills - Knowledge of AML regulations - Risk management and security issues - Conflict resolution skills - Communication skills - Analytical thinking 	<ul style="list-style-type: none"> - Excellent knowledge of gaming operations - Familiar with laws and regulations governing remote gaming
Legal Compliance Manager		
<ul style="list-style-type: none"> - Manages the overall compliance structure and plan, and is responsible for executing different compliance projects - Licenses applications, compliance planning/monitoring/reporting, AML and security audits - Liaises with gaming authorities - Builds processes and routines for maintaining compliance in different jurisdictions 	<ul style="list-style-type: none"> - Solid understanding of legal and technical concepts. - Project management skills - Communication skills - Problem-solving skills - Creating and maintaining structure - Ability to work on own initiative and carry a project from start to completion 	<ul style="list-style-type: none"> - Knowledgeable in gaming operations - Familiar with laws and regulations governing remote gaming
Legal Counsel		
<ul style="list-style-type: none"> - Drafts, reviews and negotiates contractual documentation - Advises on and drafts legal, fiscal and general Group policies and procedures - Drafts rules and procedures - Implements legal, regulatory and ethical requirements - Trains, educates and raises staff awareness about legal matters 	<ul style="list-style-type: none"> - Critical and analytical thinking - Communication skills - In-depth knowledge of legal regulations - Relationship building - Organisational skills - Eye for detail - Time management skills 	<ul style="list-style-type: none"> - Knowledge of AML and gaming legal operations - Knowledge of all legal regulations governing gaming

Fraud Manager		
<ul style="list-style-type: none"> - Responsible for the organisation’s fraud strategy, including devising new procedures and building innovative fraud solutions - Builds and maintains relationships with key internal stakeholders, reports regularly to the board and manages third party vendor relationships - Manages the organisation’s Anti-Money Laundering policy and is responsible for a multi-disciplinary team 	<ul style="list-style-type: none"> - In-depth knowledge of fraud prevention and detection, including knowledge of the technology behind fraud management tools - Critical thinking and analytical skills 	<ul style="list-style-type: none"> - Manages fraud strategies within high volume transaction online environments - Knowledge of anti-money laundering and gaming legal operations
Fraud Analyst		
<ul style="list-style-type: none"> - Works through a number of pre-determined fraud queues to identify potentially fraudulent accounts, and places all appropriate restrictions - Conducts other investigations, including validation using a number of sources such as banks, credit card issuers, phone matches, IP search, various websites, etc. - Reviews a variety of documentation including ID cards, passports, credit card statements, bank account statements and customer responses, in order to determine the legitimacy of the account and account holder - Liaises with relevant banks and payment processors to respond to identified cases of fraudulent activity 	<ul style="list-style-type: none"> - Identifies problems and issues by performing relevant research using the appropriate tools - Able to make discretionary decisions based on research - Strong judgement and decision-making skills - IT skills 	<ul style="list-style-type: none"> - Investigates accounts delivered to agent through fraud queues in admin tools, for possible fraudulent activity - An analytical problem solver with regard to chargebacks, colluders, and chip dumpers - Familiar with laws and regulations governing remote gaming

Finance, payment and human resources

Job overview	Generic skillset	Skills specific to Gaming
Chief Financial Officer (CFO)		
<ul style="list-style-type: none"> - Manages the Finance department, including treasury, invoicing, admin and accounting - Works closely with the CEO and Board to deliver strategic, analytical and development activities - Preparation of monthly, quarterly and annual statements, budgeting, management reporting and cash flow forecasting 	<ul style="list-style-type: none"> - Strong team management skills - Communication and interpersonal skills - A creative mindset, with the ability to generate operating margins - Critical and analytical thinking 	<ul style="list-style-type: none"> - Knowledge of gaming rules and regulations - Fully versed in consolidation and tax issues across European legislations
Recruiter		
<ul style="list-style-type: none"> - Responsible for hands-on recruitment and the full recruitment lifecycle, from establishing role descriptions, writing advertisements and identifying talent through to conducting interviews 	<ul style="list-style-type: none"> - Organisational skills - Data-led and results-orientated - Communication and stakeholder management skills - Well-versed in multi-channel and social recruiting - Talent mining skills - Relationship building skills 	<ul style="list-style-type: none"> - Knowledge of gaming rules and regulations - Knowledge of relevant skills required for gaming roles
Payments and Reconciliation Analyst		
<ul style="list-style-type: none"> - Analyses, studies and is familiar with the betting software and the various third-party payment gateways offered to customers - Identifies a suitable, effective and professional way for each of the payment gateways to be integrated in the automatic reconciliation system being developed - Manages and coordinates further development of the automatic reconciliation system - Effectively identifies non-reconciling items, to be handed over to the relevant team members for further investigations 	<ul style="list-style-type: none"> - Knowledge of accounting and reconciliation software - Analytical mind - Attention to detail - Excellent organisational skills - Able to work on own initiative and to plan workload - Has a pragmatic approach 	<ul style="list-style-type: none"> - Strong knowledge of gaming operations - Familiar with laws and regulations governing remote gaming

Disclaimer

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