

**SKILLS GAPS AFFECTING
THE ONLINE GAMING
INDUSTRY IN MALTA**
AN ANALYSIS OF SURVEY RESULTS

1 Executive summary

Context

The gaming industry in Malta has grown markedly over the last years, and it sustained its contribution to the growth of the Maltese economy. During the first half of 2019, it generated just over €779 million in terms of gross value added (GVA), accounting for over 13% of the economy. This represented a 10% growth over the corresponding period of 2018 when the industry had already increased its GVA by 12%. As at the end of June 2019, the gaming industry directly accounted for 7,011 jobs in full-time equivalent terms. A survey carried out by the Malta Gaming Authority (MGA) for the year 2018 indicated that when taking indirect employment into account, the total employment in the gaming industry was estimated to be around 9,800 FTE jobs¹.



Figure 1: Key highlights (end-June 2019)

The continued growth of the industry registered over the past years, both in terms of employment and of the number of firms present on the local market, led to a high number of job openings. Gaming companies are searching for candidates with various backgrounds and skills including ICT, statistics and mathematics, marketing, law, finance and others. Furthermore, these areas of specialisation are experiencing strong demand from other growth sectors of the domestic economy and also internationally. For this reason, the demand for human resources cannot be satisfied exclusively through home-grown talent but also requires attracting human capital from abroad. As at the end of June 2019, 68.6% of all employees in the online gaming industry were non-Maltese. Although the share of foreign employees decreased by nearly two percentage points year-on-year, this highlights the need for expatriate workers to sustain the growth of the industry. In light of these developments, it is becoming increasingly important to ensure that the employees' skills are effectively aligned to the needs of the local labour market.

In order to obtain a better understanding of the skills gap in the gaming industry, the MGA has conducted the first survey on the subject in 2018 for the preceding year (2017). This report highlights the key findings of a survey carried out by the MGA in 2019 (for 2018) and outlines the main elements of similarity and contrast with the previous results, where relevant.

The results reflect the aggregates and averages of replies received from 238 individual respondents. All survey participants were given equal weight to reflect the individual opinions expressed in a fair manner. The results of the survey were also analysed by applying weights reflecting the employment levels in the respondents' firms.

¹ MGA, Interim Performance Report 2019.

2 Key findings

- A total of 730 unfilled positions have been reported by the online gaming companies in Malta as at the end of 2018;
- 68% of unfilled vacancies are primarily at the operational level;
- The majority (69%) 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 (21%) are the main reasons for unfilled vacancies;
- According to the survey results, more than one-third of the operators recruit personnel employed by other firms in the sector;
- 35% of firms engage in in-house training activities or mentoring in order to tackle skill shortages;
- The recruitment of workers immediately after the completion of their formal education was reported by 9% of the surveyed firms, confirming the potentially stronger role which could be played by educational institutions;
- Several policy efforts have been made to ensure that training courses are aligned with the industry's needs. In 2017, the European Gaming Institute of Malta (EGIM) was launched following an agreement signed between the MGA and Malta College of Arts, Science and Technology (MCAST). In 2018, 56 students applied for the iGaming Diploma at MCAST, and an additional 43 enrolled between January and mid-November 2019;
- By mid-November 2019, 58 students enrolled for the Award in iGaming course at the iGaming Academy - a joint collaboration between the MCAST and EGIM;
- In 2019, 21 students were selected and matched with seven companies through the Gaming Malta's Student Placement Programme, an initiative that aims to reduce the mismatch which exists between the supply and demand for gaming skills in the Maltese labour market; and
- The majority of the surveyed companies expressed their satisfaction with the training offerings in Malta; however, between 15% and 20% of the respondents indicated that more needs to be done with respect to the availability, quality and value for money of the training opportunities in Malta.

3 Size, nature and causes of unfilled vacancies

The analysis of the vacancies was classified into six main job roles relevant to the gaming industry, as shown in Figure 2. Operators could also report additional vacancies which did not fall under any of the six main categories. The various job roles were based on desk research and were corroborated through the interviews held with the operators². On the other hand, job levels in the sector were described as top management, middle management and operational level (see Annex 1). Thus, the analysis presented in this report caters for job roles, job levels and firm size.



Figure 2: Job categories within the online gaming industry

3.1 Unfilled vacancies

The results of the survey conducted by the MGA during the first quarter of 2019 show a total of 730 unfilled vacancies as at the end of 2018. While arithmetically this represents a decrease of 7% when compared with 781 vacancies reported a year earlier, in practice it represents a stable situation when considered in terms of the margins of error inherent in this type of survey exercise. In line with the result of the previous survey, around 68% of the vacancies relate to operational jobs that could typically be filled by those just leaving formal education. Just above a quarter of the vacancies relate to middle management positions, which would require more experience. Only 5% of the vacancies relate to top management positions.

	Top mngmt	Middle mngmt	Operational	Total
Game operation and development	8	19	65	92
Data and analysis	1	7	25	33
Marketing	13	75	185	273
Legal and compliance, risk and fraud	6	34	42	82
Technology	1	47	80	128
Finance, payment and HR	8	13	29	50
Others	1	0	71	72
Total	38	195	497	730

Table 1: Job vacancies in the online gaming industry

The majority (69%) of the vacancies remained unfilled for no more than three months. This means that more than 500 positions are typically filled within 90 days. Around one-fifth of the positions in the gaming industry remained open for a period between three to six months, while 10% were left unfilled for over six months. It can be interpreted that jobs in some areas take longer to fill due to

² Study commissioned by the MGA, February 2016.

difficulties with finding talent with the right skills. Vacancies in micro firms³ tend to remain vacant for longer when compared with those of other firms, with 24% of job openings remaining unfilled for longer than six months.

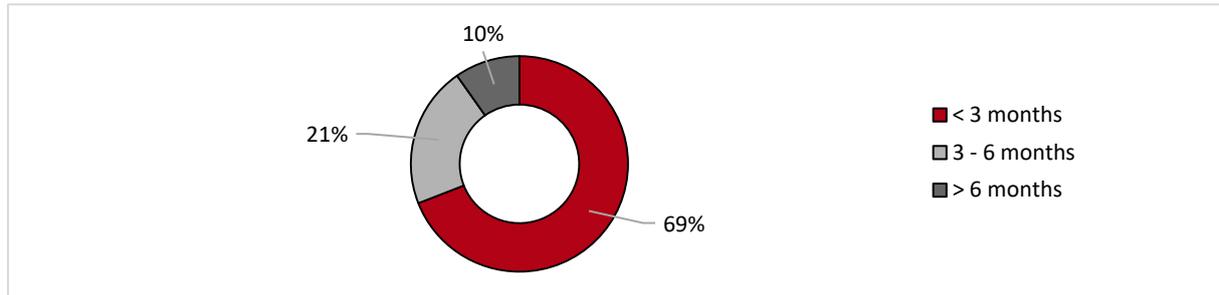


Chart 1: Unfilled vacancies by period

The predominant area of vacancies as at the end of 2018 was that involving marketing jobs, which accounted for 37% of job openings. This category includes jobs in customer care and digital marketing. These vacancies target mainly professionals with an e-commerce background and marketers with insight into player psychology. Vacancies within the technology category were also significant, accounting for 18% of the total vacancies. Job openings within game operation & development reported the highest drop when comparing year-on-year results. They constituted around 13% of the total number of vacancies. In 2017, vacancies in that category accounted for the highest share of all vacancies, as shown in Chart 2. Jobs characterised by a strong demand elsewhere in the economy, falling within the legal and compliance, risk and fraud category, constituted for 11% of all vacancies as at the end of 2018. Vacant posts relating to data analysis were relatively small when compared with the other categories. This area requires highly specialised human capital quite specific to gaming, and therefore, it is not subject to competitive forces from other economic sectors.

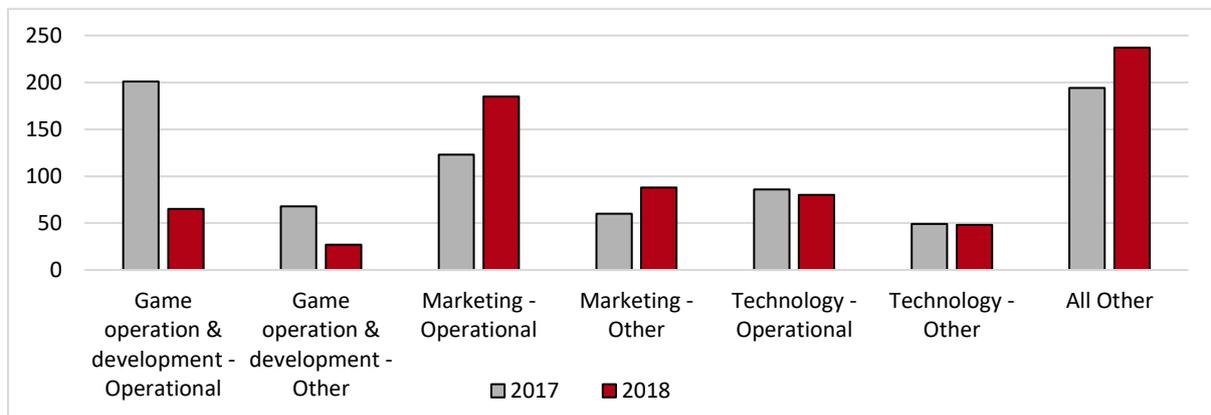


Chart 2: Distribution of job vacancies

³ The results of the survey were analysed against the National Statistics Office (NSO) metadata, which classify company size according to the number of Full Time Equivalent (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.

When considering results by firm size, top manager positions remain mostly vacant in micro and medium firms. Such vacancies pertain mainly to the game operation and development category. Small and larger firms also hold open some vacancies for top managers. Nearly all vacant posts in small firms belong to the finance, payment and HR category whilst large firms are mostly in search of candidates who can fill in marketing jobs.

Job positions in the middle management level were reported mostly by medium-sized firms, with the highest number of vacancies belonging to the marketing and technology categories. Other firms reported job openings primarily in marketing positions.

Large firms reported a substantial number of vacancies at the operational level, standing at 80% of all vacancies in these firms, with the highest number of jobs belonging to the marketing category. Medium firms also reported vacant posts at this level, albeit distributed evenly between various units. Small firms mostly struggle with finding the right candidates to fill in technology jobs at the operational level. Micro firms reported vacancies at the operational level as well, mostly within the marketing and technology units.

This analysis indicates that there is significant potential for the local education system to contribute to addressing the issues of job vacancies by teaching skills related to digital marketing and gaming-specific marketing skills in Malta. Given the nature of the industry, marketing jobs differ from other industries and require an in-depth understanding of gaming products, branding, customers’ profiles, etc. By proceeding in this manner, a talent pool of human capital that could take up unfilled vacancies in higher organisational levels in the future would be created, while also partly replacing the flow of foreigners with upcoming local talent.

3.2 Main causes of unfilled vacancies

Gaming firms are constantly searching for experienced workers. The lack of job experience (28%) tops the list of the main causes of unfilled vacancies, as shown in Chart 3. The lack of appropriate qualifications follows close behind, with 21% of the responses. These percentages are somewhat lower than those reported in 2017, which stood at 33% and 24% respectively. Unsurprisingly, competition from other firms is another main reason for the persistence of job vacancies. It is important to note that only 9% of the firms indicated a general lack of interest by workers in the sector as a cause of vacancies, in line with the 2017 results. The remaining operators indicated other reasons for open vacancies, like difficulties with finding candidates with the right attitude and cultural fit in the organisation or long recruitment processes which hinder companies from securing the right applicants.

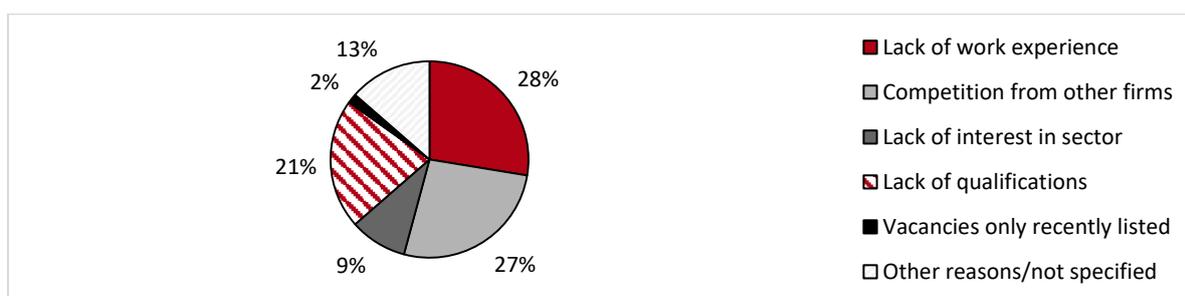


Chart 3: Main causes of unfilled vacancies

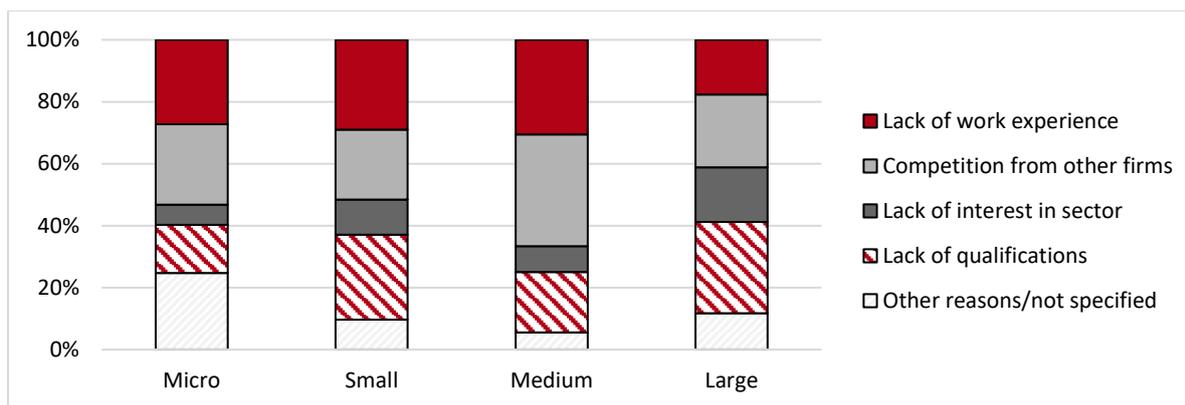


Chart 4: Main causes of unfilled vacancies by firm size

Lack of experience as the main cause of unfilled vacancies was reported by firms of all sizes, as shown in Chart 4. In the case of large firms, however, competition from other employers and lack of appropriate skills emerge as even more important issues.

Responses from medium-sized firms highlight competitive packages and wages offered by other firms, presumably the larger ones, as considerable causes of unfilled vacancies.

Furthermore, nearly one-third of the operators expressed their dissatisfaction with the speed of the labour market’s adjustment to changes in the demand for skills. Medium-sized and large firms, which are characterised by a more dynamic working environment than smaller firms, tend to be less satisfied in this regard, as shown in Chart 5.

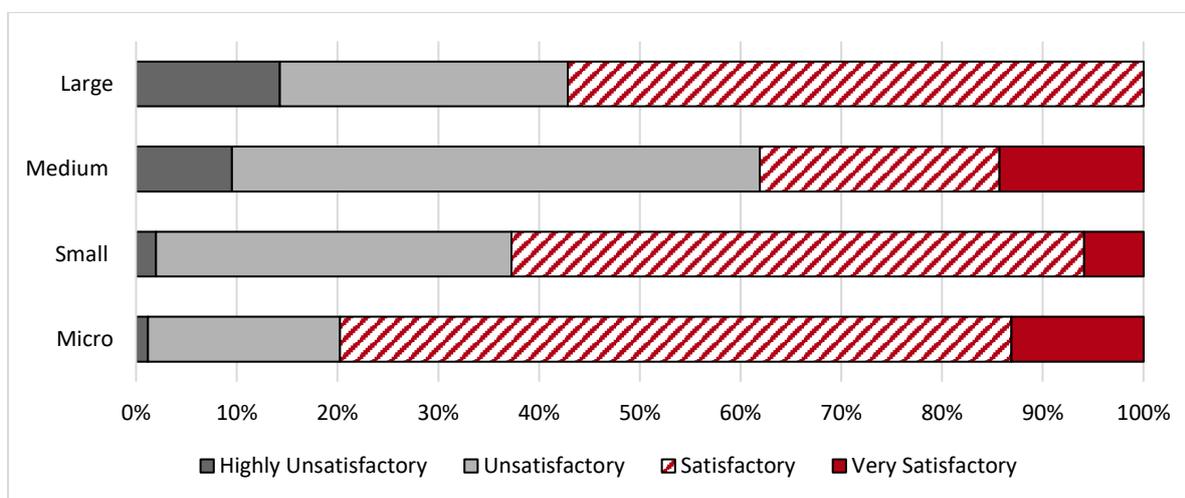


Chart 5: Speed of labour market

These results confirm the potentially important contribution of the education sector in addressing the human capital requirements of the online gaming industry in Malta. Investment in human capital through technical education would lead to a larger pool of experienced workers in future years. Furthermore, the strong interest of workers in the sector indicates the existence of a pool of people that could be attracted to receive gaming-related training.

4 Recruitment strategies

Over the past two to three years, most firms (around 35%) continued to recruit workers who were already employed by other firms in the online gaming sector, as shown in Chart 6. Around a quarter of the respondents, typically from larger firms, indicated recruitment from abroad as another important source of recruitment. The sourcing of experienced talent from firms in another industry is practised by 20% of the companies; five percentage points less when compared with the 2017 results. The recruitment of workers who have just finished their education was reported by 9% of the surveyed companies, edging downwards from the 2017 results. On the other hand, the sourcing of candidates from secondary and post-secondary institutes, while remaining relatively low, rose by five and two percentage points respectively between 2017 and 2018. This can be seen as a result of the various measures implemented by the Government over the past year, as reviewed in Section 6.

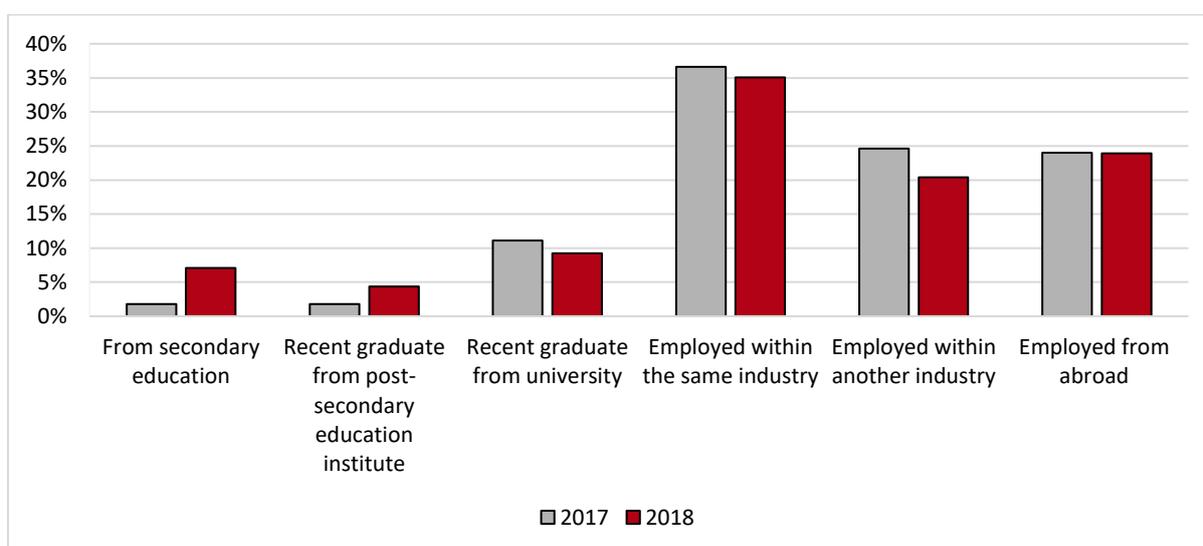


Chart 6: Sources of recruitment over the past two to three years

Large firms prefer recruiting experienced employees from within the same industry, from other industries or from abroad, as shown in Chart 7. Only 13% of all recruits are recent graduates from university. These results confirm the potentially stronger role which could be played by local educational institutions in servicing the needs of the online gaming industry.

On the other hand, micro and small firms have a strong preference for candidates from the same industry who, in most cases, know the job well and require less training to reach the companies' expectations.

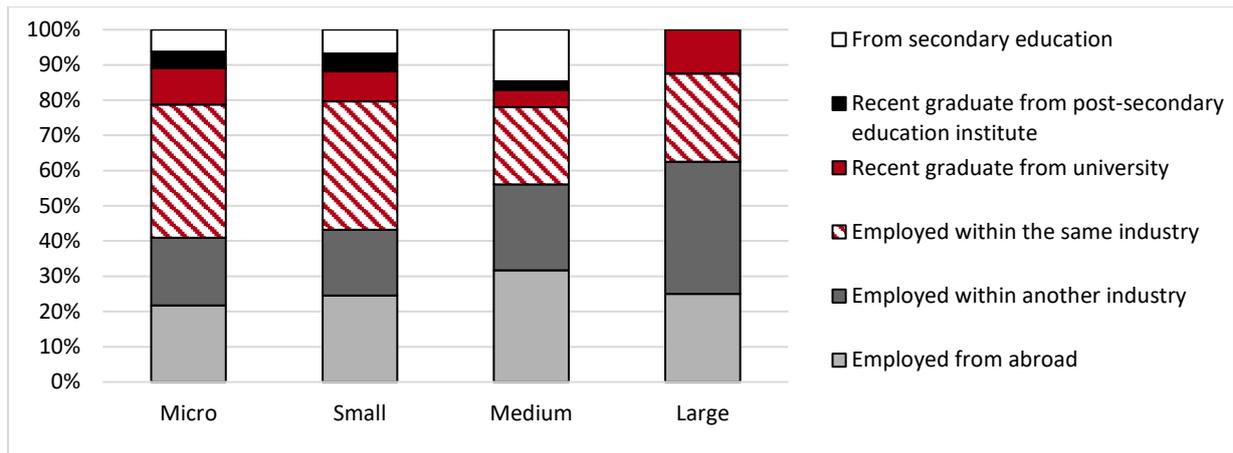


Chart 7: Sources of recruitment over the past two to three years by firm size

5 Training and development activities

Against this background of persistent job vacancies, most respondents indicated that they had taken steps to create the skills they require, as shown in Chart 8. This is in line with the results of the 2017 survey. The relatively minimal 6% of respondents who reported no activity in this regard mainly belong to small and micro firms with a limited amount of resources dedicated to human capital formation, or larger firms which can readily tap into foreign talent pools.

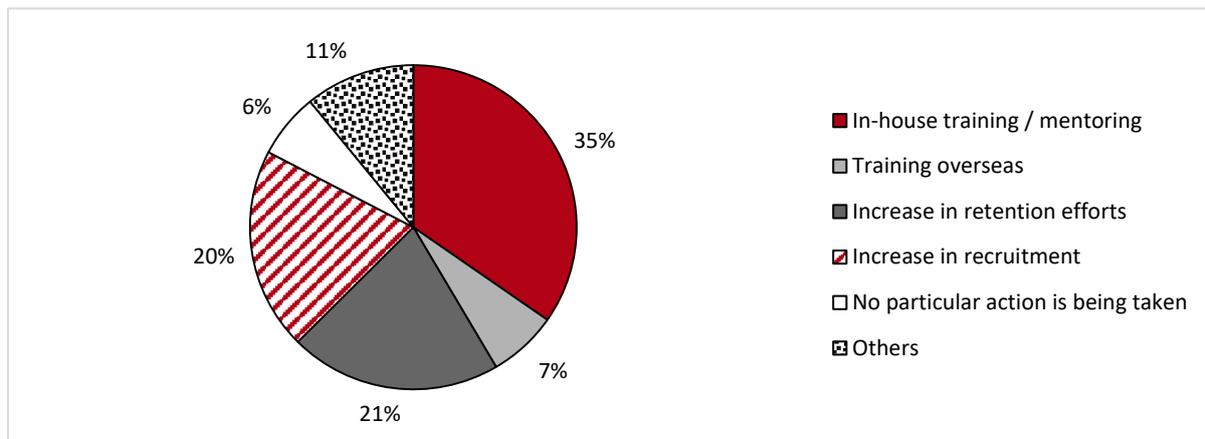


Chart 8: What kind of initiatives are being undertaken to fill in the existing skills gap?

Out of all the respondents to the MGA’s survey, 35% 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 not only their recruitment (20%) but also their retention efforts (21%). Training overseas was also mentioned as a strategy to address the skills gap, particularly by micro firms.

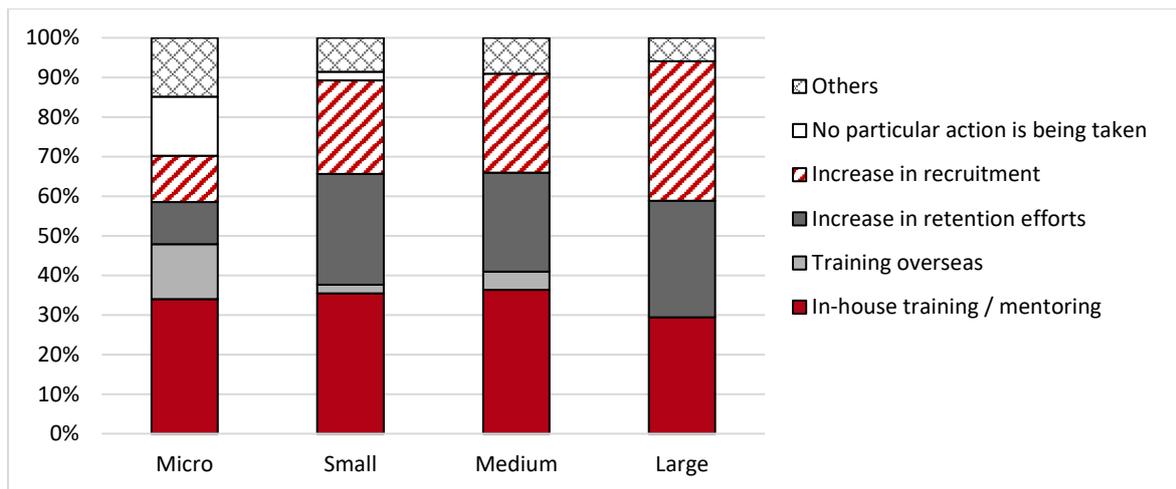


Chart 9: Initiatives undertaken to fill in the existing skills gap by firm size

Although most of the survey respondents tried to fill their existing skills gap by increasing recruitment, it is evident that this strategy is mostly preferred by large firms. In fact, 35% of large firms put more effort into recruitment in order to be able to compensate for higher staff turnover. On the other hand, firms of all sizes recognise the need to retain trained and qualified workers. Larger firms are more likely to concentrate on this strategy.

Different business sizes undertake various kinds of initiatives to fill in the existing skills gap. Table 2 outlines some of these initiatives:

Company size	Initiatives
Micro	Online training
	Outsourcing
	Professional development
Small	Relocation packages
	Intrapreneurship initiative and employee empowerment
Medium	Building a strong culture to attract staff from other firms
	Looking at alternative locations and freelance
	Internal recruitment
Large	Social media campaigns

Table 2: Other initiatives to close the skills gap

6 The educational offering to the online gaming industry in Malta

The survey obtained the respondents’ opinions regarding the value for money, quality and availability of the training opportunities in Malta when compared to other jurisdictions with which the operators had experience. While the large majority of responses pointed to at least a degree of satisfaction with the outcomes, between 15% and 20% of the respondents indicated that more needs to be done with respect to the availability, quality and value for money of training opportunities in Malta (see Chart 10).

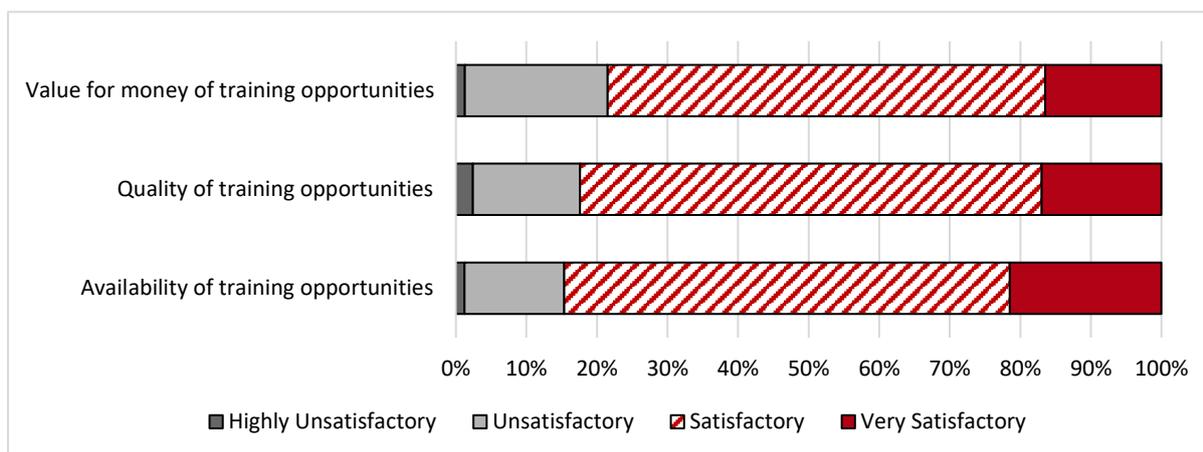


Chart 10: Training opportunities in Malta

In terms of the survey results reported above, this may be interpreted in terms of the need for stronger efforts towards apprenticeships and on-the-job educational experiences to make up for the lack of experience, which is in strong demand from employers. When considering the various restrictions pertaining to promotion and advertising in the industry, there is also further scope for specialised courses covering specific requirements of different gaming jurisdictions, gaming products and player behaviour.

Larger firms, in particular, tend to be less satisfied with the quality of training opportunities, with one-fifth of them rating the courses as “unsatisfactory”. It has to be acknowledged that such companies have more resources to offer their own tailor-made in-house training which satisfies the basic needs of the company. They might also send their employees abroad to reputable training organisations. The respondents recognised that significant progress had been achieved over the years in providing quality education to the online gaming sector in Malta and the overall increase in the iGaming courses offered. However, the companies lamented that most of the courses are very generic and geared towards casino-type games or sports betting. Their relevance to other gaming products is very low.

Several policy efforts have been made to ensure that training courses are aligned with the industry’s needs. In November 2017, the EGIM was launched following an agreement signed between the MGA and MCAST. This strategic initiative aims to develop further 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. In 2018, 56 students applied for the iGaming Diploma at MCAST and an additional 43 students enrolled by mid-November 2019. The course is designed to provide the basic knowledge and skills required to consider working

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 will be 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. In addition, by mid-November 2019, 58 students enrolled for the Award in iGaming course at the iGaming Academy (IGA), which is an MQF accredited course developed in 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.

Cognisant of the employment challenges on the local market faced by gaming companies and the need for the necessary work experience students require to pursue a career in the industry, the Government and Gaming Malta initiated the Student Placement Programme. This initiative aims to reduce the mismatch which exists between the supply and demand for gaming skills in the Maltese labour market. In 2019, a total of 21 students were selected and matched with seven companies participating in the programme. The majority of the students had applied for a work placement in technology-related departments. Students selected for the programme have the opportunity to gain the experience needed by applying their academic and vocational knowledge on the job in a workplace scenario during an internship period of 11 weeks.

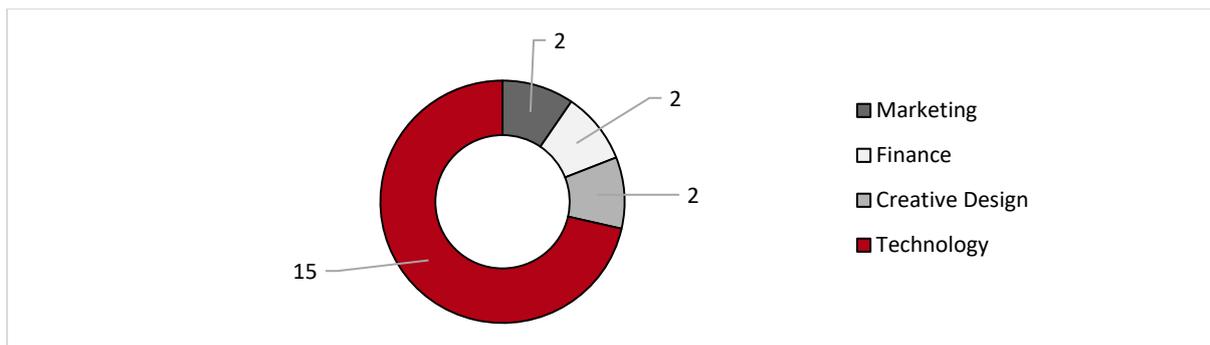


Chart 11: Student Placement Programme - number of students by placement category

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 produce 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 able 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 skills, 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 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 and 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 	<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"> - Communication skills - 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 casino 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 - Communications 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 programs 	<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 compile 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 with 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 the data capture, loading, transformation and data integration processing, and scheduling of the 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

Marketing

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' interfaces - 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, 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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Technology

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, 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 optimized on-site SEO procedures and standards - Provides advice to SEO content managers concerning on-site SEO optimization - 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 skills and organisation 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 commercialization strategy of the company - Responsible for revenue growth within the organization 	<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 - Communications 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 prioritization 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 - 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, 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 antifraud 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

(KYC) and 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 anti-money laundering 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 as well as 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 anti-money laundering 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"> - Organisation 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

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