About GambleAware

GambleAware is the leading commissioner of prevention and treatment services for gambling harms in Great Britain. We are an independent charity guided by a Board of trustees, the majority of whom work in the health sector.

In April 2021 GambleAware published a new five-year strategy which defined the charity’s vision of a society where people are safe from gambling harms. This vision is based on a whole-system approach, which acknowledges the many other organisations, networks and individuals, including those who have lived experience of gambling harms, that already play a key role across the system, or have the potential to do so in the future.

As an independent charity, we are regulated by the Charity Commission for England and Wales, and the Scottish Charity Regulator (OSCR). Our charitable objectives are:

a) The advancement of education aimed at preventing gambling harms for the benefit of the public in Great Britain, in particular young people and those who are most vulnerable, by carrying out research, by providing advice and information, by raising awareness, and by making grants; and,

b) Working to keep people in Great Britain safe from gambling harms through the application of a public health model based on three levels of prevention: primary – universal promotion of a safer environment; secondary – selective intervention for those who may be ‘at risk’; and, tertiary – direct support for those directly or indirectly affected by gambling disorder, by carrying out research, by providing advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do. GambleAware and its staff are committed to:

- **Independence**: We act with independence in commissioning projects which are in the interest of preventing and treating gambling harms.

- **Integrity**: We act fairly and with integrity.

- **Equality**: We strive to achieve equality of access and outcomes for people experiencing gambling harms.

- **Being evidence-based**: We are conscientious in ensuring our work is evidence-based and in the absence of evidence, we will apply the precautionary principle to fulfil our charitable purpose.
Life at GambleAware

Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits and the list below summarises those currently on offer.

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<th>Benefits</th>
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<tr>
<td>Annual flu vaccinations</td>
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<td>Flexible working</td>
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<td>Annual leave (25 days plus public holidays)</td>
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<td>Highstreet staff discounts</td>
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<td>Annual staff feedback survey</td>
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<td>Investment in staff development</td>
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<td>Cycle scheme</td>
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<td>Mindfulness app</td>
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<td>Death in service</td>
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<td>Pension</td>
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<td>Employee assistance programme</td>
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<td>Private healthcare</td>
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<td>Eye-test and DSE assessment</td>
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<td>Season ticket loan</td>
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Equal opportunities

GambleAware is committed to Equality, Diversity and Inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting an annual staff survey to allow for an open, honest and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth. We have a competency framework in place that sets out the skills, knowledge and behaviours that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.
Job description

Role title: Data and Insight Lead
Accountable to: Evaluation & Monitoring Director
Accountable for: Evaluation and Monitoring strategy delivery
Location: Flexible with regular travel to the Head Office
Salary: £40,000-50,000

Role Purpose

The purpose of the role is to lead the strategic development of data and insight to inform decision making on commissioning treatment and support services for people experiencing gambling harm. The Data and Insight Lead will hold responsibility for creating a data strategy which encompasses organising, governing, analysing and deploying GambleAware’s data assets. The role will provide the organisation with future focused analysis of data across both internal and external datasets, translating and understanding what will be useful to the organisation at a strategic level. The role will include the establishment of a Data Quality Framework, and progress the publication of GambleAware data hosted by the Consumer Data Research Centre. The role will encompass working closely with senior leaders as well as with internal teams.

You will be joining a new team, Evaluation and Monitoring, and we are currently developing the strategic plan for this department including the impact frameworks. The first step is to build capacity within evaluation, where the aim is to:

- Commission evaluations to underpin GambleAware’s education and treatment commissioning across the spectrum of public health (primary, secondary, tertiary prevention levels)
- Build the evidence base of what works for whom in education and in treatment to ensure evidence-informed services are developed according to need within a robust and accountable system, and that funding is allocated efficiently and independently.
- Build evaluation capacity across the wider sector.


As a leader, the role will contribute to achieving the organisation’s overall strategic priorities:

- Accelerate engagement and awareness to deliver targeted activity to raise awareness, reduce stigma and encourage engagement with information and advice, support and treatment services.
- Transform capacity and capability by collaborating with the NHS, public health agencies, local authorities, and voluntary sector organisations across England, Scotland, and Wales to support the growth of an integrated system of prevention provision.
- Increase equity and champion diversity to understand and address inequalities in experiences, access to services and outcomes for those experiencing gambling harm. We will take a collaborative approach working with a diversity of communities to ensure that support, services, treatment and pathways to services are accessible and effective.
Deliver best-in-class commissioning with the focus on improving processes and systems to enhance good governance, maximising transparency and value for money. We will include the voice of those with lived experience in the co-production of awareness raising, support, and treatment services.

**Key accountabilities:**

- Lead the strategic development and management of data and insights across all GambleAware commissioned data, including the Annual GB Treatment and Support Survey, National Gambling Treatment Service Annual statistics and the Data Reporting Framework as well as external data sets.
- Establish and manage a Data Quality Framework, including data management practices, principles and quality issues, to drive better insights and outcomes from its use.
- Establish and manage data publication processes, including open data for secondary purposes hosted by the Consumer Data Research Centre.
- Maintain oversight of data budgets ensuring delivery against project milestones and payment schedules.
- Prepare recommendations for the awarding of contracts through internal governance procedures.
- Agree project milestones and outputs with both external and internal teams to deliver the impact reports and performance monitoring outputs, in conjunction with programme management colleagues.
- Develop and maintain effective relationships with a wide range of stakeholders, internally with colleagues commissioning communication, education and treatment projects and programmes and externally with commissioned delivery partners and research partners; as well as with other interested parties including for example, government policy makers.
- Represent GambleAware at external events and other fora
- Contribute to and support the work of the wider Evaluation and Monitoring team work on cross team projects; acting as an internal reviewer on colleagues’ projects; building the team’s networks and knowledge.

**Key responsibilities:**

1. Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences.
2. Maintain and update the overview of the data portfolio, determining organisational priorities in consultation with the Evaluation and Monitoring Director.
3. Maintain up to date knowledge and expertise in data and insight acting as an advisory resource for colleagues.
4. Ensure the appropriate systems are embedded for the delivery of data and insight reporting through engagement with colleagues and externally.
5. Undertake any other tasks as reasonably directed by your line manager.
6. Adhere to GambleAware policies and procedures.
7. Be a good team worker, demonstrating loyalty and commitment to the organisation and team member.
**Critical competencies:**

The competency framework sets out how we want people in GambleAware to work. The competencies are intended to be discrete and cumulative, with each level building on the levels below. The six competencies below are identified as critical to this role.

| Brilliant Basics | • Manage strategic commissioning and commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money  
• Develop and apply market and economic understanding and insights, working with commissioning and commercial experts, to support sound commissioning and commercial decision-making and recommendations  
• Take a wide view, successfully achieving common goals with organisations that have different priorities. |
|------------------|--------------------------------------------------------------------------------------------------|
| Difference Makers | • Inspire colleagues to engage fully with the learnings generated by evaluation and monitoring, supporting them to apply them to existing and new commissions  
• Confront issues and challenge assumptions at the highest levels with delivery partners, stakeholders and clients in an assertive yet constructive way. |
| Game Changers    | • Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted. |
# Person Specification

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<th>Knowledge &amp; experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td></td>
<td>• A deep knowledge of statistical and data-modelling tools and techniques, specifically segmentation analysis</td>
<td>• Experience of analysing non-survey data sets and applying data science techniques</td>
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<td>• Experience of working with senior stakeholders</td>
<td>• Experience of working on longitudinal datasets</td>
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<td>• Proven experience of a strategic approach to data management and analytics, such as developing a data strategy and creating synthesis reports of existing evidence</td>
<td>• Experience of working in evaluation or research in the public or voluntary sector.</td>
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<td></td>
<td>• Experience of working with large social research-type datasets</td>
<td>• Experience of working in a public health setting or with statutory organisations such as NICE</td>
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<td>• Experience of creating data dashboards (using PowerBI, Tableau, SaaS)</td>
<td>• Knowledge of gambling and gambling harms or other relevant fields; for example, public health, health sociology, psychology</td>
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<td></td>
<td>• Experience writing up technical analysis into policy-relevant outputs and reports for a non-technical audience</td>
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<td>• Experience of working at pace in a responsive way, able to respond swiftly and responsively to provide data analysis to support the organisation.</td>
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<td></td>
<td>• Proven experience in at least one statistical package such as SPSS, Stata, R, Python or other relevant analytical software</td>
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<tr>
<td></td>
<td>• Competent at using Microsoft Office software such as Excel for data analysis and presentation, and PowerPoint for communicating findings in a clear and compelling way</td>
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| Skills & abilities     | Able to build and maintain positive working relationships with a wide range of stakeholders. | |
|                       | Proactive and collaborative approach. Strong team player, able to contribute to the development of the Evaluation and Monitoring team’s work and approach | |
|                       | Able to work independently, using own initiative | |
|                       | Excellent organisational skills, with ability to plan and manage complex projects concurrently and produce high-quality outputs. | |

| Qualifications         | A degree with a significant research methods component, or relevant qualifications in mathematics, statistics, and/or relevant experience in research and data analysis | Postgraduate qualification, in a relevant field such as subjects related to health or the social |
This job description does not form part of the contract of employment and may be subject to change.

**How to Apply**

**Key Dates**
Closing date for applications is 9am on Monday 27 September 2021.
Successful candidates will be invited to attend a panel interview in October.

**How to apply**
Please submit a comprehensive CV along with a covering letter (up to two pages) to recruit@gambleaware.org.
Your cover letter should set out your interest in the role and how you meet the essential requirements in relation to the accountabilities and responsibilities for the role.

**Equal opportunities**
All candidates are also requested to complete an online Equal Opportunities Monitoring Form which will be found at the end of the application process. This should be submitted to recruit@gambleaware.org.
This will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility and cognitive impairments. Should you require access to these documents in alternative formats, please contact recruit@gambleaware.org.

**Personal data**
In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and/or biometric data) in your CV and application documentation. Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone’s information or details (e.g.
referees) who have not previously agreed to their inclusion.

**Contact details**

For a conversation in confidence, please contact recruit@gambleaware.org and we will come back to you. Also, if you have any comments and/or suggestions about improving access to our application processes please do not hesitate to contact us at recruit@gambleaware.org.
Performance and Impact Monitoring Lead
Application pack

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About GambleAware:
GambleAware is an independent charity (Charity No. England & Wales 1093910, Scotland (SC049433) that champions a public health approach to preventing gambling harms. GambleAware is a commissioner of integrated prevention, education and treatment services on a national scale, with over £40 million of grant funding under active management.

For further information about the content of the report please contact info@gambleaware.org