Research Officer (Evaluation Team)

Application pack

August 2021
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.

<table>
<thead>
<tr>
<th>Annual flu vaccinations</th>
<th>Flexible working</th>
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<tr>
<td>Annual leave (25 days plus public holidays)</td>
<td>Highstreet staff discounts</td>
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<td>Annual staff feedback survey</td>
<td>Investment in staff development</td>
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<td>Cycle scheme</td>
<td>Mindfulness app</td>
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<td>Death in service</td>
<td>Pension</td>
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<td>Employee assistance programme</td>
<td>Private healthcare</td>
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<td>Eye-test and DSE assessment</td>
<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 encourages 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: Research Officer (Evaluation & Monitoring Team)

Accountable to: Evaluation and Monitoring Director

Accountable for: Evaluation and Monitoring delivery

Location: Flexible with regular travel to the Head Office

Salary: £25,000-32,000

Role Purpose

The purpose of the role is to support the delivery of a portfolio of independent external evaluations of GambleAware’s commissioned gambling harm prevention projects and approaches. The role supports the delivery of the data and evaluation elements of the Research, Data & Evaluation strategy to develop knowledge that:

- Builds the evidence for our awareness raising, education and treatment approaches, design and commissioning.
- Informs advocacy and influences policymaking at national and local level.
- Informs public awareness.

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 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.


The Research and Evaluation teams work closely together to deliver the strategy. The Research Officer (Evaluation & Monitoring) will primarily support the Evaluation & Monitoring Leads across the portfolio of project and programme commissioning but will also support the Research Leads as required.
Key accountabilities:

- Manage the day-to-day administration of commissioned evaluations of prevention projects and coordination with our evaluation partners on the delivery of projects.
- Support the Evaluation Leads in the timely delivery of project milestones, evaluation and monitoring outputs in conjunction with programme management colleagues.
- Support the Performance and Monitoring Lead in maintaining evaluation dashboards which monitor impact.
- Support the initial phases of commissioning (defined as the Discovery and Definition stages) by preparing desk top research, sector scanning and report writing.
- Support training sessions to cascade evaluation best practice across GambleAware, so that quality data is gathered and reported on time by all teams.
- Contribute to the development and management of guidance and documentation to support the end-to-end commissioning processes for externally commissioned programme/projects.
- Support the peer review process, including checking and commenting on interim and final evaluation reports and outputs as necessary.
- Maintain up to date delivery information to support the contract management process and for internal reporting and briefing purposes including GambleAware teams, senior team and trustees.
- 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. Support maintenance and update of the overview of the evaluation and monitoring portfolio, following the organisational priorities set by the Evaluation and Monitoring Director.
3. Develop knowledge and expertise in innovative and best practice in evaluation methods and approaches, as well as data management and visualisation.
4. Support the adoption of evaluation and monitoring findings and any policy implications of GambleAware’s prevention and clinical programmes.
5. Support the development of appropriate systems for the delivery of evaluation through engagement with colleagues and externally, including those with lived experience.
6. Undertake any other tasks as reasonably directed by your line manager.
7. Adhere to GambleAware policies and procedures.
8. Be a good team worker, demonstrating loyalty and commitment to the organisation and team members.

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 | • Consider, in consultation with commissioning and commercial experts, alternative ways of working with partners and contractors to identify more efficient outcomes, balancing cost, quality and turn-around times |
Work with team to set priorities, goals, objectives and timescales
Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified

**Difference Makers**
- Convey enthusiasm and energy about their work and encourage others to do the same
- Readily identify opportunities to share knowledge, information and learning and make progress by working with colleagues.

**Game Changers**
- Actively seek out and share experience to develop understanding and knowledge of own work and of team’s business area

This job description does not form part of the contract of employment and may be subject to change.

## Person Specification

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<thead>
<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>• Experience of evaluation research and demonstrable experience of applying these in practice</td>
<td>• Experience of working in an agency, charity / the third sector in a related field.</td>
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<tr>
<td>• Experience of quantitative and qualitative research</td>
<td>• Experience in conducting evaluation projects in social research or public health settings.</td>
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<td>• Understanding of different research methodologies and processes, including survey design.</td>
<td>• Experience of client or partner engagement and relationship building</td>
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<table>
<thead>
<tr>
<th>Skills and abilities</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Good communication skills – oral and written - including experience of presenting research findings to a non-specialist audience</td>
<td>• Expertise in SPSS, R or Stata</td>
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<td>• Strong analytical thinking skills with good track record of using evidence in report writing</td>
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<td>• Able to work collaboratively in Multi-Disciplinary and Functional teams.</td>
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<td>• Ability to work on multiple projects, managing competing demands and timescales.</td>
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<td>• Expertise in MS Office (specifically Excel and PowerPoint)</td>
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<tr>
<td>• Able to work flexibly and collaboratively as part of the team, as well as independently.</td>
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<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>• Graduate or equivalent experience</td>
<td>• Postgraduate qualification, in a relevant field such as subjects related to health or the social sciences,</td>
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<td>• Evidence of CPD in research</td>
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How to Apply

Key Dates

Closing date for applications is 11.59pm on Sunday 26 September 2021.

Successful candidates will be invited to attend a panel interview in October.

How to apply

In order 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 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.

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.
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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