(Senior) Research Officer (Research 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>Benefit</th>
<th>Description</th>
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<tbody>
<tr>
<td>Annual flu vaccinations</td>
<td>Flexible working</td>
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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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<tr>
<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 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: (Senior) Research Officer (Research Team)
Accountable to: Research, Knowledge & Information Director
Accountable for: Research, Knowledge & Information 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 commissioning of GambleAware’s portfolio of research projects and programmes and the dissemination of knowledge internally and externally. The role supports delivery of the research 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 small and growing team of research and evaluation specialists with a range of academic, commercial and research agency backgrounds. We work with a range of delivery partners in universities, research agencies and charities and are increasingly focused on ensuring the voice of people with lived experience of gambling, either directly or indirectly, is at the heart of the evidence base about ‘what works’ in preventing and reducing gambling related harms.

You can find our research publications here: https://www.begambleaware.org/for-professionals/research-publications and existing projects here: https://www.begambleaware.org/for-professionals/research-projects.

You will have a research background with experience of designing and delivering qualitative and/or quantitative research and fieldwork, resulting in a strong grasp of different methodological approaches, as well as experience of writing up research and publication of findings. Either academy and/or agency experience will be suited to the role.

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

- Manage the day-to-day administration of commissioned research projects with external, grantee and commissioned partners.
- Support the Research Leads in the timely delivery of project and monitoring outputs in conjunction with programme management colleagues.
- Support the Research Leads in the development of Calls for Proposals for commissioning a broad range of research projects and programmes.
- Undertake desk top research and review of academic and grey literature (local, national, international) to inform the development of specific research project briefs.
- Undertake national and international horizon scanning to ensure the Research team maintains up to date knowledge and awareness of new research across the gambling and other relevant fields.
- Advise on and critique research methodologies and analyses of findings including as part of internal review of reports and bid proposals.
- Support the initial phases of commissioning (defined as the Discovery and Definition stages) by preparing desk top research, compiling databases of thematic experts, sector scanning and report writing.
- Support GambleAware’s research peer review process.

Key responsibilities:

1. Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues.
2. Support GambleAware’s research peer review process.
3. Support internal reporting and briefing for GambleAware teams, senior team and trustees.
4. For specific projects, identify and engage with external partners to building relationships, including with prospective grantees.
5. Provide support for the wider team, for example preparing briefing papers and summarising research report findings.
6. Undertake any other tasks as reasonably directed by your line manager.
7. Adhere to GambleAware policies and procedures.
8. Be a collaborative and supportive 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 |
### Person Specification

#### Essential

<table>
<thead>
<tr>
<th>Knowledge and experience</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>• Experience in academic or agency research.</td>
<td>• Experience of partner engagement and relationship building, including respondents for research, grantee, donor and partner stewardship</td>
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<td>• Strong understanding of qualitative and / or quantitative research methodologies and demonstrable experience of applying these in practice</td>
<td>• Experience of policy and advocacy work, including campaigning and political activism and advocacy</td>
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<td>• Understanding of the role and contribution of charities and the third sector in preventing and reducing gambling harms</td>
<td>• Experience of grant management, either as grantee or grant maker, either for own research, or for organisation</td>
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<td>• Experience of designing and conducting own research and/or fieldwork</td>
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<td>• Experience of managing and monitoring research projects.</td>
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#### Skills and abilities

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<td>• Good communication skills – oral and written - including experience of presenting research findings to a non-specialist audience.</td>
<td>• Experience in using statistical software, including SPSS, R or Stata</td>
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<td>• Ability to understand and utilise numerous research methods (qualitative or quantitative)</td>
<td>• Experience of creating data dashboards (eg, PowerBI, Tableau)</td>
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<td>• Understanding of presentation of research and findings, including referencing styles, indexing, and the structure of research publications.</td>
<td>• Experience in using databases to monitor partners, grantees, donors, and stewardship relationships (eg razor’s edge or GIFTS)</td>
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<td>• Strong analytical thinking skills with good track record of using evidence in report writing</td>
<td>• Expertise in interview, questionnaire, and/or survey design</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>• Proficient in using MS Office (Word, Excel and PowerPoint)</td>
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<td>• Able to work flexibly and collaboratively as part of the team, as well as independently.</td>
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## Qualifications

- Undergraduate degree in a related field, (such as health or social science subject), including a research methods component
- Postgraduate qualification, including MPhil, MA, MSci, and PhD, in a relevant discipline (such as health or social science subject).
- Member of a relevant professional body such as the Social Research Association or the Marketing Research Association

## General

- Committed to continuous professional development.
- Committed to collaborative and communicative team working.
- Commitment to GambleAware’s mission and values.

- Keeping up to date with research methods
- Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays

## 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 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](mailto: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](mailto:recruit@gambleaware.org).
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Published by GambleAware August 2021

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