

# Organisation & People Support Officer

Application pack

October 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.

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

## 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

<b>Role title:</b>	Organisation & People Support Officer
<b>Accountable to:</b>	Organisation & People Partner
<b>Hours:</b>	Full time. We are happy to consider flexible working and job shares
<b>Duration:</b>	Permanent
<b>Location:</b>	A mix of home and office working (min 60%) (Central London) once full office working recommences following the end of Covid-19 restrictions
<b>Salary</b>	Starting at £25,000

## Role Purpose

GambleAware's Corporate Services function provides critical support to enable the organisation to work effectively. The purpose of this role is to provide high quality administrative support across the organisation with specific responsibility for the premises, and to support the Organisation and People activities.

## Key accountabilities:

- To coordinate all activities ensuring a great place to work including, but not limited to, being the point of contact for Health and Safety; and IT related requirements; ordering stationery and other consumables.
- To provide administrative support to corporate services management as reasonably required.
- To provide comprehensive and high-quality support to the Executive Support Officer as and when required.
- To provide general administrative support as required across the organisation.
- To undertake additional project work, within the operations function, as required and capacity permitting.
- Any other ad hoc duties as required.

## 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. Contribute to the development and management of documentation to support the commissioning processes.
3. Contribute to the development and setup, of a range engagements, events, and seminars.
4. Work to your SMART (Specific, Measurable, Attainable, Realistic, Time bound) work objectives and personal development objectives set by your line manager.
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 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	<ul style="list-style-type: none"> <li>• Gather and use evidence to assess the costs, benefits, and risks of a wide range of delivery options when making commissioning and commercial decisions.</li> <li>• Make effective use of programme / project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions.</li> <li>• Take ownership of problems in their own area of responsibility.</li> </ul>
Difference Makers	<ul style="list-style-type: none"> <li>• Convey enthusiasm and energy about their work and encourage others to do the same.</li> <li>• Proactively seek information, resources, and support from others outside own immediate team in order to help achieve results.</li> </ul>
Game Changers	<ul style="list-style-type: none"> <li>• Be alert to emerging issues and trends which might impact, or benefit own and team's work.</li> </ul>

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

## Person Specification

	Essential	Desirable
<b>Knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>• Experience of office premise co-ordination</li> <li>• Experience of working with competing demands</li> <li>• Significant knowledge in the use of MS Office applications (Word, Excel, Outlook and PowerPoint)</li> <li>• Significant experience in technology hardware and set-up such as laptops, projectors, screens, docking stations.</li> <li>• Experience of accurately recording and producing minutes as well as producing own reports and correspondence using IT efficiently.</li> <li>• Experienced in working with Senior professionals and leaders</li> <li>• Experienced in working with HR records and data.</li> <li>• Experienced in setting up meetings and facilities.</li> <li>• Strong experience of working with multi-channel online meeting systems such as Teams, Zoom etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in and understanding of the nature of commercial gambling in Great Britain.</li> </ul>
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Strong administrative and organisational skills, with the ability to multitask.</li> <li>• Ability to maintain confidentiality.</li> <li>• Pragmatic but strong attention to detail.</li> <li>• Ability to use initiative.</li> <li>• Excellent written and spoken communication skills including responsibility for meeting minutes &amp; note taking.</li> <li>• Skilled using MS Office applications, especially Outlook, Excel, Word and PowerPoint and SharePoint</li> <li>• To work flexibly and respond positively to changing business needs.</li> <li>• Ability to develop strong working relationships across the organisation and other stakeholders in the responsible gambling sector.</li> <li>• Ability to work collaboratively within all teams across the wider organisation.</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Project Management qualification or qualified through experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Graduate.</li> <li>• IOSH Managing Safety or equivalent</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Committed to continuous professional development.</li> <li>• Commitment to GambleAware's mission and values.</li> <li>• A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity.</li> <li>• Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays.</li> <li>• Eligible to work in the UK.</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping up to date with Charity Commission guidance.</li> </ul>

# How to Apply

## Key Dates

The closing date for applications is 9am on Monday 29<sup>th</sup> November 2021. We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

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

## How to apply

Please submit a comprehensive CV along with a covering letter (up to two pages) to [recruit@gambleaware.org](mailto: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](mailto: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](mailto: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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### **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](mailto:info@gambleaware.org)

