

# Compliance and Data Protection Manager

Application pack

June 2022

# 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>      | Compliance and Data Protection Manager (12 month fixed term)       |
| <b>Accountable to:</b>  | Chief Operating Officer                                            |
| <b>Accountable for:</b> | Compliance and Data Protection across the organisation             |
| <b>Location:</b>        | A mix of home and office working (min 40% office) (Central London) |
| <b>Salary</b>           | £40,000-£45,000 depending on experience                            |

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## Role Purpose

This is a key role in the organisation and the post-holder will advise and lead the organisation and colleagues on matters of compliance, data protection and best practice, as well as improvements in all these areas- including policies, training, procedures and ways of working. The role will also include supporting the Chief of Operations on risk management, methodology and documentation, as well as supporting the Company Secretary on governance.

GambleAware is a growing charity with access to some highly sensitive and personal data. This is a new role with the opportunity for the right candidate to influence the charity on compliance, design the organisation's data privacy strategy, and its overall approach to good practice and help define the working of the governance function.

## Key accountabilities:

- Manage the data protection and compliance functions within the charity, including reviewing current practice, and reviewing, updating and implementing policies.
- Lead on investigating and reporting to any failures in data protection and compliance.
- Support the risk management and governance functions within the charity.
- Audit and evidence best practice and the quality and performance of the charity.
- Ability to take a strategic view of GA's compliance and to work on the detail of policies and procedures.
- Develop and manage processes to ensure compliance by third parties who have been commissioned to do work on behalf of GambleAware.
- Work with the COO to maintain a risk register and accompanying risk assessment tools in line with best practice.
- Arrange the implementation of a timetable of active training and testing modules aimed at ensuring compliance with internal, relevant policies and to comply with ongoing law and regulation, including Trustee training.
- Own, review, update and manage key policies including (but not limited to): Acceptable Use, Data Protection, Fraud (includes AML), Employee Privacy Note, Serious Incident reporting, Health and Safety (with COO), Risk Management, Website Privacy and Cookies, Whistleblowing etc.

## 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. Plan, develop and implement compliance and data protection activities on a day-to-day basis, supporting the organisation in meeting key strategic business aims and goals.

3. Support the Chief Operations Officer with all matters related to compliance and data protection.
4. Undertake any other tasks as reasonably directed by your line manager.
5. Adhere to GambleAware policies and procedures.
6. 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>• Take a wide view, successfully achieving common goals with organisations that have different priorities.</li> <li>• Work collaboratively with end users or delivery partners to manage, monitor and deliver against service level agreements</li> <li>• Drive a performance culture within own area and support and encourage a focus on performance and priorities.</li> </ul> |
| Difference Makers | <ul style="list-style-type: none"> <li>• Inspire colleagues and delivery partners to engage fully with the long-term vision and purpose, supporting them to make sense of change.</li> <li>• Encourage contributions and involvement from a broad and diverse range of staff by being visible and accessible.</li> </ul>                                                                                                 |
| Game Changers     | <ul style="list-style-type: none"> <li>• Bring together views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies.</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>• Good knowledge of Data Protection legislation and GDPR</li> <li>• Good understanding of compliance and data protection within the charity sector</li> <li>• Experience of working in privacy, compliance, information security, auditing, or a related field</li> <li>• Solid understanding of Health and Safety regulations, monitoring and reporting</li> <li>• Working knowledge regarding Equality legislation and practice</li> <li>• Demonstrable experience of working collaboratively with a variety of colleagues at all levels</li> <li>• Experience of leading training on or raising awareness of compliance and data management</li> <li>• Experience of providing advice and support to different stakeholders</li> </ul>                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Experience within a registry, professional or regulatory environment</li> </ul> |
| <b>Skills &amp; abilities</b>     | <ul style="list-style-type: none"> <li>• Ability to influence and negotiate positive outcomes with the peers, reports, colleagues and support professional bodies</li> <li>• Ability to facilitate a culture of data protection throughout the organisation.</li> <li>• Excellent communication skills, with the ability to communicate effectively with a variety of audiences in a variety of ways.</li> <li>• Ability to understand complex information, to draw conclusions and disseminate clearly to others</li> <li>• Self-motivated, using initiative to identify challenges and tackle them.</li> <li>• Diplomacy and ability to deal with difficult situations.</li> <li>• Proven ability to form positive working relationships.</li> <li>• Ability to work in a pressured environment and work to deadlines</li> <li>• Ability to manage expectations.</li> <li>• Strong delivery focus, with the ability to drive progress forward and a concern for results and achieving goals.</li> <li>• Flexibility during times of change.</li> <li>• Attention to detail</li> <li>• Ability to maintain confidentiality</li> </ul> |                                                                                                                          |

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                         |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b> | <ul style="list-style-type: none"> <li>• Relevant accredited data protection qualification or equivalent experience in a broad range of aspects of Data Protection and information security</li> </ul>                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Evidence of Continued Professional Development / further training</li> <li>• Health and Safety qualification such as IOSH Managing Safety or a NEBOSH Certificate</li> <li>• Experience of ISO27001</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>• A willingness to undertake a variety of tasks appropriate to the function, regardless of the associated level of seniority</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

Closing date for applications is Thursday 23<sup>rd</sup> June 2022.

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 July.

### 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](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

