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 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: Involvement Coordinator
Accountable to: Head of Programme and Project Management Office
Accountable for: Supporting and managing the Lived Experience Council
Location: Central London, minimum 40% office based
Hours: 35 hours per week (part time will be considered)
Salary: £35-40,000

Role Purpose

GambleAware is committed to meaningfully involving and including the voice of those with lived experience across all aspects of our work.

This is a key role in the Programme Management Office that will work in a matrix way across the charity to support colleagues involve people with lived experience. The successful candidate will have the technical knowledge and experience to build and manage our involvement programme. The role will also provide support to a newly formed Lived Experience Council being established in the Summer of 2022.

This is a new role in the organisation and an exciting opportunity for the right person to influence and play a major role in shaping the future direction of how GambleAware ensures the voices of people with lived experience impact our future.

Key accountabilities:

- Ensure best practice in involving people with Lived Experience is embedded across the organisation.
- Work closely with functions and teams ensure effective involvement of people with Lived Experience developing wide range of opportunities and ensuring these are inclusive and accessible.
- Ensuring people lived experience are involved in all stages of GambleAware’s Strategic Planning and Delivery Process.
- Accountable for delivering secretariat support to the GambleAware Lived Experience Council working with the Company Secretary to manage interaction between the Board of Trustees and Committees.
- Building and managing a pool of Lived Experience contributors, developing resources, training and communications to support individuals in activities.
- Managing and develop the processes and infrastructure to support involvement (inc. data, expenses, documentation) ensuring compliance standards are met.
- Regularly reporting key information and measurements of the scale and impact of involvement activities inform updates to internal and external stakeholders and communication activity.
- Quickly establish strong working relationships with a variety of stakeholders based on trust and confidence, work well within teams, and have the skills to engage, influence and negotiate with colleagues.
- Collaborate with other organisations and external networks to develop support for Lived Experience Involvement across the sector and partners.
- Championing good behaviour within the Lived Experience Council.
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. Drive and embed Lived Experience involvement in GambleAware’s work by planning and co-ordinating all aspects across the organisation.

3. Work with the Head of PMO and colleagues to continually develop and evolve GambleAware’s involvement strategy.

4. Advise colleagues and programme teams on the best strategies for involvement; support external commissions for specific insight as required.

5. Work with colleagues to identify and develop a range of roles and innovative opportunities for involvement.

6. Manage GambleAware’s network of lived experience contributors, running training and creating resources to support them in their role.

7. Provide secretariat support to the GambleAware Lived Experience Council including organising meetings, collating papers and managing expenses.

8. Support the Chief Operations Officer and Company Secretary to manage the interaction of the Lived Experience Council with the Board of Trustees and Trustee Committees.

9. Promote and develop the culture of a learning organisation committed to high quality of care and continuous improvement.

10. Provide exceptional customer care to people with lived experience who engage with GambleAware building strong relationships.

11. Work with other organisations and external networks to drive forward lived experience involvement and maximise opportunities to collaborate in support of strategic priorities.

12. Undertake any other tasks as reasonably directed by your line manager.

13. Adhere to GambleAware policies and procedures.

14. 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.

<table>
<thead>
<tr>
<th>Brilliant Basics</th>
<th>• Develop proposals to improve the quality of service with involvement from a diverse range of colleagues, stakeholders or delivery partners.</th>
<th>• 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.</th>
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<tr>
<td>Difference Makers</td>
<td>• Take opportunities to regularly communicate and interact with colleagues, helping to clarify goals and activities and the links between these and strategy.</td>
<td>• Confidently handle challenging conversations or meetings. • Demonstrate interest in others, those with lived experience and develop a range of contacts outside own team to help get the job done.</td>
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<td>Game Changers</td>
<td>• Be alert to those with lived experience, emerging issues, trends which might impact or benefit own and team’s work.</td>
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This job description does not form part of the contract of employment and may be subject to change.
## Person Specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Knowledge &amp; experience</strong></td>
<td>• Experience of developing and delivering involvement programmes</td>
<td>• Knowledge of processes involved in Commissioning</td>
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<td>• Experience of working with volunteers/lived experience communities and good relationship management skills</td>
<td>• Experience of charity governance processes</td>
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<td>• Experience of developing processes to support meaningful involvement</td>
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<td>• Experience of developing and supporting involvement in organisational governance and monitoring and assurance</td>
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<td></td>
<td>• Experience of involving people with lived experience of organisational planning and prioritisation processes</td>
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<td>• Experience of developing engaging communications to encourage people to get involved and demonstrate impact</td>
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<td><strong>Skills &amp; abilities</strong></td>
<td>• Ability to negotiate and influence others in a positive manner and confidence to deal with different priorities and differing views.</td>
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<td>• Ability to support people with Lived Experience understand the skills and talents they have to contribute to involvement activities</td>
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<td>• Exceptional customer care skills with the ability to build successful relationships</td>
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<td>• Skilled facilitator with proven experience of facilitating workshops and discussions involving people with lived experience</td>
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<td>• Ability to manage and prioritise workload working under own initiative</td>
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<td>• Ability to work collaboratively and build working relationships with colleagues internally and externally</td>
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<td>• Ability to prepare and present management information reports on involvement activities and impact</td>
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<td>• Ability to manage expectations</td>
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<td>• Diplomacy and ability to deal with difficult situations.</td>
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<td>• Excellent communication skills, with the ability to communicate effectively with a variety of audiences in a variety of ways.</td>
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<td>• Able to confidently and effectively chair meetings.</td>
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<td><strong>General</strong></td>
<td>• Committed to continuous professional development</td>
<td>• Keeping up to date with Charity Commission guidance.</td>
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<td>• Committed to collaborative and communicative team working</td>
<td>• Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays.</td>
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<td>• Commitment to GambleAware’s mission and values.</td>
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<td>• Eligible to work in the UK</td>
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How to Apply

Key Dates
Closing date for applications is 5pm on Tuesday 16th August 2022.
Successful candidates will be invited to attend a panel interview as well as a short exercise involving people with Lived Experience.

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.

As the selection process for this role involves a short exercise with people with lived experience, your CV and application documentation may be shared with participants in this process.

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.
Involvement Officer
Application pack

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About Gamble Aware:
Gamble Aware is an independent charity (Charity No. England & Wales 1093910, Scotland (SC049433) that champions a public health approach to preventing gambling harms. Gamble Aware 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