

Commissioning Support Officer



Application pack

January 2023

About GambleAware

GambleAware is the leading charity working to keep people safe from gambling harms. As a commissioner we deliver prevention and treatment services for gambling harms in Great Britain.

Every year we lead major public health campaigns and fund access to free, confidential treatment for nearly 12,000 people and over 41,000 calls to the National Gambling Helpline. Anyone experiencing harm can visit [BeGambleAware.org](https://www.begambleaware.org) or call the helpline 0808 8020 133.

We work in close collaboration with the NHS, clinicians, local and national government, gambling treatment providers, as well as other services like mental health, substance misuse and criminal justice, to ensure that the whole system works together to help people suffering from gambling harms.

As an independent charity, GambleAware has an extremely robust system of governance processes in place and is accountable to the Charity Commission. Members of our independent Board of trustees are leaders within the NHS and public health sector and have no connection to the gambling industry. We work closely with DCMS, DHSC, OHID, the Gambling Commission and the Advisory Board for Safer Gambling (ABSG), who all recognise our integrity and independence.

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 plus office closure over Christmas)	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

Role title:	Commissioning Support Officer
Accountable to:	Programme / Project Manager
Accountable for:	Supporting programme / project delivery and business-as-usual activity
Location:	A mix of home and office working (min 40% in the office) (Central London)
Salary	£25,000-£35,000

Role Purpose

This Commissioning Support Officer role supports and assists in the delivery of GambleAware's portfolio of programmes / projects and business-as-usual activities. The role underpins activity across the organisation to contribute to achieving GambleAware's Commissioning Objectives:

- Increase awareness and understanding of gambling harms
- Increase access to services and reduce gambling harm inequalities
- Build capacity amongst healthcare professionals, social prescribers, debt advisors, faith leaders, community services and others so they are better equipped to respond to gambling harms
- Deliver effective leadership of the commissioning landscape to improve the coherence, accessibility, diversity and effectiveness of the National Gambling Treatment Service

Key accountabilities:

- Support the administration and co-ordination of internal and external programmes / projects across the organisation aiding effective multi-disciplinary, cross departmental team working
- Support the application of effective project management methodologies and the collation of reporting/management information
- Support the 'Strategic Planning and Delivery Process' for GambleAware's commissioned projects – including supporting the creation of business cases, development of Invitations to Tender, assessment of bids, contract management, project evaluation.
- Support effective contract management, review, and evaluation of externally commissioned activity by scheduling and organising review meetings, collating documentation for delivery leads and creating accurate meeting notes are completed and actions followed up
- Support processes to involve people with Lived Experience of Gambling Harms in shaping and informing our work
- Provide secretariat support to allocated Advisory Panels, Programme Boards and Steering groups
- Deliver allocated events, seminars, and workshops (online/in person/hybrid as required)
- Develop and maintain working relationships with delivery partners and other external stakeholders
- Assist with the review and editing of documents, meeting papers and publications to ensure high quality
- Deputising for the Executive Team and Fundraising Support Officer during absence periods / annual leave to process funding donations to GambleAware

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. Ensure project and programme documentation is up to date and facilitate to collation of reporting information
3. Contribute to the development and management of documentation to support the commissioning processes for externally commissioned programme / projects.
4. Provide administrative support to Programme/Project Managers and multi-disciplinary programme/project teams as may be required.
5. Provide administrative and secretariate support to a range of panels, committees and functional processes including commercial & procurement, finance, people and governance.
6. Organise and deliver of a range of engagements, events and seminars including organising event materials for colleagues across the organisation
7. Support procurement activity including the preparation of documentation, receiving proposals, preparing scoring documents, facilitating shortlisting and organising interviews and pitches
8. Manage shared inboxes being the first point of contact for a number of stakeholders and applicants
9. Work to your SMART (Specific, Measurable, Attainable, Realistic, Time bound) work objectives and personal development objectives set by your line manager
10. Work with colleagues to ensure the ongoing review, updating and amendment of work practices, procedures and systems to drive continuous improvement.
11. Undertake any other tasks as reasonably directed by your line manager.
12. Adhere to GambleAware policies and procedures.
13. 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"> • Make effective use of programme / project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions. • Create regular reviews of what and who is required to make a project / activity successful and make ongoing improvements. • Take ownership of problems in their own area of responsibility.
Difference Makers	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Be alert to emerging issues and trends which might impact, or benefit own and team's work.

Person Specification

	Essential	Desirable
Knowledge & experience	<ul style="list-style-type: none"> Understanding of project management methodology and experience of providing support to project teams / Programme / Project Management Office Experience of producing/maintaining project documentation Experience of accurately recording and producing minutes and supporting meetings 	<ul style="list-style-type: none"> Interest and understanding of the nature of commercial gambling in Great Britain Understanding of gambling policy and legislation in Britain Demonstrable experience using a CRM. Demonstrable not-for-profit experience Experience of using Content Management Systems to update websites
Skills & abilities	<ul style="list-style-type: none"> Ability to work on multiple programmes / projects concurrently. Excellent IT Skills especially in the use of MS Office applications (Word, Excel, Outlook and PowerPoint). Excellent organisational skills and ability to manage own workload. Effective and confident communicator Excellent writing/editing/proof-reading skills. Ability to build strong working relationship with all stakeholders. Pragmatic but strong attention to detail. Ability to work collaboratively in multi-disciplinary teams and across the wider organisation. To work flexibly and respond positively to changing business needs. Ability to use initiative and solve problems. 	<ul style="list-style-type: none"> Digital marketing skills
Qualifications	<ul style="list-style-type: none"> Project management qualified or equivalent experience. 	<ul style="list-style-type: none"> Graduate. MSP qualified.
General	<ul style="list-style-type: none"> Committed to continuous professional development. Commitment to GambleAware's mission and values. A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity. Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays. 	<ul style="list-style-type: none"> Keeping up to date with Charity Commission guidance

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

How to Apply

Key Dates

Closing date for applications is 9am on Tuesday 31st January 2023.

Successful candidates will be invited to attend a panel interview in February 2023.

How 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 about the role 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.

Commissioning Support Officer

Application pack

Published by GambleAware January 2023

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

