

# Executive Team & Fundraising 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 & 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

<b>Role title:</b>	Executive Team and Fundraising Support Officer
<b>Accountable to:</b>	Chief Operations Officer
<b>Location:</b>	A mix of home and office working (min 60% in the office) (Central London)
<b>Salary</b>	£26,000-£28,000

## Role Purpose

This is an important role in a growing organisation, providing high quality executive and administrative support to the Chief Executive, Chief Operating Officer and Chief Commissioning Officer, as well as supporting the fundraising team, including managing the fundraising CRM system

## Key accountabilities:

- To provide comprehensive and high-quality support to the Chief Executive, Chief Operating Officer, and Chief Commissioning Officer, including but not limited to:
  - Diary management
  - Document formatting
  - Travel and accommodation arrangements.
- To provide administrative support for the fundraising team, to include but not limited to:
  - To process and record donations received by bank transfer, cheque and online
  - To produce 'thank you' letters, invoices (as relevant) to donors.
  - To maintain the CRM database with all relevant details – and to advise other staff members of meetings and arrangements with operators to ensure the database is comprehensive and up to date.
  - To monitor the fundraising email inbox and answering any queries from donors.
  - To monitor pledges via the database and, through email or telephone, contact operators to advise of the benefits their donations make and to request confirmation of donations and timing.
- To provide general administrative support as required across the organisation.
- To support and work with the Office Manager, deputising 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. Adhere to GambleAware policies and procedures.
3. Be a great team worker, demonstrating enthusiasm and commitment to the role, colleagues and organisation.
4. Undertake any other tasks as reasonably directed by your line manager

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### 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>Consider alternative ways of working with colleagues to identify more efficient outcomes and quality of work.</li> <li>Work with team to set priorities, goals, objectives and timescales</li> <li>Create regular reviews of what and who is required to make an activity successful and make ongoing improvements</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>Develop understanding and knowledge of own work and of team's business area by actively seek out and sharing learning and experiences</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 managing senior diaries</li> <li>• Experience of working in an office</li> <li>• Demonstrable experience of working with MS Office</li> <li>• Experience in minute and note taking</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in working for a charity</li> <li>• Experience of working in a fundraising team</li> <li>• Working knowledge of the ThankQ system</li> </ul>
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Demonstrable administrative and organisational skills</li> <li>• Ability to multitask</li> <li>• Ability to interact with colleagues at all levels, including Chief Officers</li> <li>• Ability to develop strong and effective working relationships</li> <li>• Ability to maintain confidentiality</li> <li>• Attention to detail</li> <li>• Ability to use initiative</li> <li>• Excellent written and spoken communication skills</li> <li>• Strong IT skills Excellent customer service skills</li> <li>• Flexible approach to work</li> <li>• Ability to use online meeting systems, including MS Teams and Zoom</li> </ul>	<ul style="list-style-type: none"> <li>• Database management experience</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant procurement qualification</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>• Eligible to work in the UK</li> </ul>	<ul style="list-style-type: none"> <li>• Keeping up to date with Charity Commission guidance.</li> <li>• Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays.</li> </ul>

# How to Apply

## Key Dates

Closing date for applications is 9am on Monday 30<sup>th</sup> January 2023.

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 February.

## How to apply

To apply, please submit a comprehensive CV along with a covering letter (up to two pages) to [sonal.shah@gambleaware.org](mailto:sonal.shah@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 [sonal.shah@gambleaware.org](mailto:sonal.shah@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 [sonal.shah@gambleaware.org](mailto:sonal.shah@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 [sonal.shah@gambleaware.org](mailto:sonal.shah@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 [sonal.shah@gambleaware.org](mailto:sonal.shah@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)

