

# Head of Data & Analytics

Application pack

October 2023

# Job description

<b>Role title:</b>	Head of Data & Analytics
<b>Accountable to:</b>	Director of Strategy
<b>Accountable for:</b>	Line management of Data & Analytics Team
<b>Hours:</b>	Full Time (35 hours per week). We are happy to discuss flexible working options.
<b>Location:</b>	Hybrid, a mix of home and office working, minimum 40% office based, Central London
<b>Salary</b>	£57,750 - £68,250 plus £3,000 London Weighting

---

## Role Purpose

Leading a new Data and Analytics Unit, this role will ensure that GambleAware develops its data capabilities to not only support its own activities but that of external organisations that have a role in reducing gambling harm. To achieve this the role will work collaboratively across GambleAware to ensure that there are appropriate data flows within the organisation to support effective decision making. Externally, the role will support the creation and ongoing development of system-wide approaches to improve data and analytics on gambling harms. Being a new role, there is scope for the right candidate to shape the nature of the unit and identify how it can best add value to the organisation.

---

## Key accountabilities:

- Lead and drive the development of a new data and analysis, ensuring GambleAware has robust information on which to develop its organisational priorities and its associated activities.
  - As an active member of the Strategy Hub, lead the Data and Analytics Unit in a manner that ensures it works collaboratively across the organisation to provide the data, analysis and insights required by the organisation. The teams work should both inform and be informed by the organisational priorities.
  - Working in close collaboration with the Evidence and Insight team, ensure the organisation has the data assets and secondary analysis processes needed to provide the insights required by the organisation.
  - Develop capabilities and ways of working for further interrogation and analysis of GambleAware data assets, to provide new insights that can drive wider organisational strategy.
  - Lead development and transformation projects to improve GambleAware's management of existing data assets and increase GambleAware's access to other data relevant to its organisational objectives and insight needs.
  - Working with the Director of Systems Commissioning, develop the informational capabilities to monitor and model the capacity and demand in the treatment and support services commissioned.
  - Work with the Senior Manager for Quality and Performance to develop business intelligence capabilities to enable effective analysis of performance, activity and quality for the services commissioned by GambleAware, and therefore support GambleAware in holding service providers to account.
  - Lead and be accountable for the procurement of commissioned data solutions, data tools and software, including the development of the initial brief, timescales, and budget with stakeholders.
  - Working in collaboration with the Evidence and Insight team and external stakeholders, lead development of analytical tools that facilitate population health management approaches to monitoring, preventing and reduce gambling-related harms and which tool which will allow insight and can be used by external partners.
-

- Working with the Director of Evidence and Insight and the Chief Commissioning and Strategy Officer, help develop GambleAware’s reputation and track record as a leader of data and analytics in the sector and wider public health system, including representing the organisation externally.
- Ensure that GambleAware’s approach to data management, visualisation and analytics is innovative and market leading through effective horizon scanning, thought leadership, external relationships, and promotion of the GambleAware approach.
- Working with the colleagues and external stakeholders, develop a deep understanding of the data and analytical requirements of external partners, to support and guide the development of effective tools and products to drive awareness and leadership on the reduction of gambling harm.
- Work with the COO to ensure that the Data and Analytical Unit are working to the required GDPR requirements.

---

### 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. Undertake any other tasks as reasonably directed by your line manager.
3. Adhere to GambleAware policies and procedures.
4. Be a good team worker, demonstrating loyalty and commitment to the organisation and team members.

---

### Key Relationships

- Director of Evidence and Insights
- Director of Systems Commissioning
- Director of Marketing
- Head of Quality and Performance
- Head of Finance
- Head of Partnerships

---

### 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>• Identify and implement different ways of working deployed in other sectors e.g. using resources, assets and any other arrangements</li> <li>• Break down complex aims into clear and manageable plans and determine resource requirements to support implementation</li> <li>• Translate strategic priorities into clear outcome-focused objectives for managers and provide the energy and drive in achievement of these objectives</li> </ul>
Difference Makers	<ul style="list-style-type: none"> <li>• Actively promote the organisation’s reputation externally and internally – publicise successes widely</li> <li>• Actively promote knowledge and resource sharing across the organisation.</li> </ul>
Game Changers	<ul style="list-style-type: none"> <li>• Identify and shape how your role and team fit within and support the work of the organisation</li> </ul>

## Person Specification

	Essential	Desirable
<b>Knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering data and data transformation programmes with evolving requirements in a matrix organisation</li> <li>• Experience working with a range of data architecture and data processing/management technologies, including cloud and open-source</li> <li>• Experience of producing high-quality management level reporting and presenting findings, including dashboards, charts, and presentations</li> <li>• Track record of building effective relationships with senior internal and external stakeholders in order to understand business requirements for data and analytics</li> <li>• Strong experience of data visualisation tools and techniques (e.g. Tableau, Power BI, R)</li> <li>• Strong experience of agile methodologies for development of data and technology products</li> <li>• Good knowledge of risk management relating to data security, data protection and ethics</li> <li>• Experience of line managing data and analytical staff</li> <li>• Good knowledge of financial and project management</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of data and business intelligence systems in a healthcare, public health, or local authority context</li> <li>• Knowledge of population health management tools and analytics</li> <li>• Good knowledge of statistical and data science methods</li> </ul>
<b>Skills &amp; abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work seamlessly across different teams to understand business requirements for data and analytics</li> <li>• Strategic thinking and problem solving in the application of data and analytics solutions to meet business requirements</li> <li>• Able to build and maintain positive working relationships with a wide range of stakeholders</li> <li>• Able to distil complex technical detail into accessible and meaningful insights for a range of audiences</li> <li>• Excellent data management and manipulation skills</li> <li>• Strong SQL skills (or equivalent)</li> <li>• Strong Excel / VBA skills</li> <li>• A self-starter with strong 'can do' attitude</li> <li>• Able to build out a new function and team in the context of a fast-paced and changeable environment</li> <li>• Able to deliver progress while also being comfortable with ambiguity or an evolving context</li> </ul>	<ul style="list-style-type: none"> <li>• Data science coding skills (e.g. Python, SQL, R)</li> </ul>

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• STEM, IT or Computing degree or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Professional certifications in data architecture, processing, and analytics</li> <li>• Qualification with major quantitative/statistical element</li> <li>• Data protection training</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>	

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 **12pm Friday 17 November 2023**.

Successful candidates will be invited to interview in **the week commencing 27<sup>th</sup> November 2023**.

If we receive early applications that meet the selection criteria for the role we may close, interview, and appoint to this vacancy ahead of the advertised closing date. Therefore, if you are interested, please submit your application as early as possible.

And because we often receive a lot of applications, you should assume you have not been shortlisted for interview if you have not heard from us two weeks after the closing date.

## How to apply

Applicants must be eligible to work in the UK.

To apply, please submit a comprehensive CV along cover letter to [recruit@gambleaware.org](mailto:recruit@gambleaware.org)

Your cover letter should highlight your relevant skills, knowledge, and experience, and outline the approach you would take for this 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 is not mandatory but 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.

## Adjustments

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) We also welcome any comments or suggestions about improving access to our application processes.

## 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 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.

## About GambleAware

**GambleAware is the leading independent charity and strategic commissioner of gambling harm prevention and treatment across Great Britain.**

We commission the National Gambling Support Network (NGSN) which provides free, confidential treatment to roughly 10,000 people a year, as well the National Gambling Helpline which takes around 41,000 calls a year.

We are independent and evidence-based, with a robust governance process ensuring that the industry has absolutely no input or influence on our work. As part of our work, we also commission workforce training programmes and education hubs, alongside national, public health campaigns.

Gambling harms can affect anyone, not just those who gamble but also their families and communities. These harms particularly affect communities that already face inequalities. People from minority communities or deprived areas are more likely to experience 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 and the Gambling Commission, who all recognise our integrity and independence. The gambling industry has absolutely no input, influence or authority over any of our activity.

In April 2021 we published a 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.

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 a advice and information, by raising awareness, and by making grants for the provision of effective treatment, interventions and support.

## Our guiding principles:

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.

<b>We are all here to make a difference...</b>
<ul style="list-style-type: none"> <li>• We start from the perspective of people at risk of gambling harms</li> <li>• We ask what impact we can have</li> <li>• We are bold enough to set the agenda and lead the way</li> <li>• We persevere until we reach our goals</li> <li>• We do things that leave a legacy</li> </ul>
<b>...by working with curiosity and innovation...</b>
<ul style="list-style-type: none"> <li>• We strive for new ways to solve problems</li> <li>• We share learning, insights and expertise</li> <li>• We are willing to take risks or go out of our comfort zone</li> <li>• We ask questions and welcome constructive challenge</li> <li>• We learn from our successes and failures</li> </ul>
<b>...and pulling together as one team.</b>
<ul style="list-style-type: none"> <li>• We value everyone’s talent and perspective</li> <li>• We ensure everyone feels welcome and can be themselves</li> <li>• We collaborate to deliver the best outcomes</li> <li>• We go out of our way to help each other</li> <li>• We celebrate everyone’s success together</li> </ul>



# 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 and Christmas closure	Resilience Fund
Quarterly 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 quarterly staff surveys 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.

## HEAD OF DATA & ANALYTICS

Application pack

Published by GambleAware OCTOBER 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 please contact  
[info@gambleaware.org](mailto:info@gambleaware.org)

