



**University of Salford**  
A Greater Manchester University

Enterprise

SALFORD BUSINESS SCHOOL

Job Opportunity

**REMOTE GAMBLING PROJECT MANAGER**

KTP Associate – Gamcare

Based at in South West London

**Overview, Job Description and Person Specification**



## **KTP Associate with Gamcare**

### **Overview**

In collaboration with Gamcare, the University of Salford has been awarded a Knowledge Transfer Partnership. The project's aim is to research, develop and deliver effective ways of encouraging responsible gambling online and identifying and helping online problem gamblers. Primarily based at the company premises in South West London, the successful applicant will manage the project supported by the experienced staff from both Gamcare and the University of Salford.

Gamcare is the leading national (GB) provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. A charity, with a non-profit trading arm (GamCare Trade Services) it runs the national helpline for problem gamblers; provides treatment for problem gamblers and their families; creates awareness about responsible gambling and treatment; and encourages an effective approach to responsible gambling within the industry through consultancy, training and certification.

The majority of online gaming sites available to UK players are not licensed or regulated by the Gambling Commission. This means that UK players who are used to a standard of assurance arising from the regulation of terrestrial gambling premises do not have the assurance in respect of online gambling environments. This presents a significant risk to the UK's attempts to protect its consumers.

This KTP is the result of a partnership between GamCare and some major online operators who are keen to explore how best to develop their responsible gambling policies and practices; The strategic benefits will include better understanding and therefore response to, the needs of online gamblers; building closer working relationships with operators leading to improved harm prevention and minimisation policies; the development of GamCare as an independent and trusted broker for operators with an international reputation.

The academics involved are currently examining issues related to online gambling, problem behaviour and social responsibility, the results of which will feed directly into the initiatives outlined above. The Academic team comprises of Dr. Jonathan Parke and James Mulkeen from the University of Salford.

In addition to the support by the supervisory team, the successful candidate will benefit from a substantial development package associated with this project which includes: the opportunity to complete a Diploma in Management; a higher degree study such as MPhil or PhD; and other project specific training as necessary.



## **Job Purpose**

Gamcare have core capabilities around the provision of advice, information and treatment in relation to problem gambling and encouraging responsible gambling. Online gambling is a relatively new phenomenon presenting a new set of issues which Gamcare staff and industry operators need to identify and develop the measures, skills and expertise necessary to develop solutions for both operators and users of online gambling.

The online service offering will depend on understanding motivations and behaviours from both operators and users and then acquiring the knowledge and approaches likely to overcome those barriers and encourage acceptance.

The academic team will provide both knowledge and practical expertise in Internet gambling behaviour and social responsibility including:

- the risks and harms, as they relate to problem gambling on the internet;
- the differences between problem gambling as identified online compared to offline gambling;
- the role the internet can play in preventing, managing and treating risks and harms associated with gambling on the internet.

The Associate will have the opportunity to work at a strategic level within the organisation with the support of the Academic team from the University of Salford.

## **Responsibilities**

The project will develop effective ways of encouraging responsible online gambling through:

Objective 1 – Detailed review and analysis of current organisation and market situation

Objective 2 – Needs analysis and identifying opportunities for innovation

Objective 3 – Develop services offered to gaming industry – an online forum

Objective 4 – Expand services offered to players – a ‘real time’ 1 to 1 keyboard based advice service

Objective 5 – Overcome problems in enforcing self exclusion in an online environment – a multi-operator’ self exclusion system

Objective 6 – Project Review, dissemination and forward planning

This Job Description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment



## Person Specification

### Qualifications

	<b>The successful candidate should:</b>	<b>Essential/ Desirable</b>	<b>Tested by*</b>
1.	<ul style="list-style-type: none"> <li>■ Good First Degree (minimum 2:1 or above) in a relevant degree (e.g. Social Sciences, Business, or Counselling, although other degrees may be considered).</li> </ul>	E	A

### Background & Experience

	<b>The successful candidate should have:</b>		
2.	<ul style="list-style-type: none"> <li>■ Experience of, and proven interest in, the internet and issues arising in relation to consumer protection.</li> </ul>	E	A/I
3.	<ul style="list-style-type: none"> <li>■ Experience in the gambling industry</li> </ul>	D	A/I
4.	<ul style="list-style-type: none"> <li>■ Project management experience.</li> </ul>	E	A/I
5.	<ul style="list-style-type: none"> <li>■ Experience in research &amp; analysis</li> </ul>	D	A/I

### Knowledge

	<b>The successful candidate should have demonstrable knowledge of:</b>		
6.	<ul style="list-style-type: none"> <li>■ Approaches to research and analysis in an applied setting</li> </ul>	E	A/I
7.	<ul style="list-style-type: none"> <li>■ Gambling products/activities would be helpful but not essential</li> </ul>	D	A/I
8.	<ul style="list-style-type: none"> <li>■ Business practices and/or consumer protection in relation to new media such as the Internet</li> </ul>	D	A/I

### Skills & Competencies

	<b>The successful candidate should demonstrate:</b>		
9.	<ul style="list-style-type: none"> <li>■ Excellent IT/IS Skills</li> </ul>	E	A/I
10.	<ul style="list-style-type: none"> <li>■ A high level of numeracy and literacy is required</li> </ul>	E	A/I
11.	<ul style="list-style-type: none"> <li>■ An effective communicator both orally and in writing with excellent interpersonal and analytical skills</li> </ul>	E	A/I
12.	<ul style="list-style-type: none"> <li>■ Interest in IT – particularly usage of new media such as the internet and wireless applications</li> </ul>	E	A/I
13.	<ul style="list-style-type: none"> <li>■ Ability to communicate at all levels, ensuring messages are clear, concise, well presented and relevant to target audience</li> </ul>	E	A/I
14.	<ul style="list-style-type: none"> <li>■ Ability to undertake multiple tasks, work under own initiative and/or as part of a team,</li> </ul>	E	A/I
15.	<ul style="list-style-type: none"> <li>■ An empathetic approach that understands and recognises the service commitment to protection of the vulnerable including young people</li> </ul>	E	A/I