



JOB DESCRIPTION

JOB TITLE: Responsible Gambling Services Manager	REPORTS TO: Development Director
JOB HOLDER: Vacant	DIRECTORATE: Development

JOB PURPOSE:

To manage the delivery of GamCare's gambling-industry-facing Responsible Gambling (RG) products and services; GamCare Certification and GamCare Industry Training and eLearning. To support the Development Director in establishing and fostering good relationships with gambling operators and managing the pipeline of business from enquiry to delivery. To develop expertise in and understanding of the needs of GamCare's Industry customers and support the development of improved products and services to meet those needs. To promote social responsibility in the Gambling Industry by raising awareness of Gambling Related Harm and providing high quality learning and development products which reflect the best evidence available.

ACCOUNTABILITY: Possible line management of the RG/Training Officer

RESPONSIBILITIES:

- Oversee the delivery of remote and land-based certification audits, e-learning solutions, Industry Training products and other industry facing products which may be developed
- Quality assure these products to ensure they promote innovation in social responsibility and are in line with our charitable objectives
- Manage the pipeline of business from enquiry to delivery, providing oversight to the RG/Training officer in the delivery, and support to the Development Director in the establishment of new business relationships.
- Understand the market, lead on business planning and strategically target operators to reach and exceed GamCare's targets.
- Develop expertise in the UK and International Gambling sector to identify

opportunities for business development and to ensure GamCare's products are up to date, effective and meet the needs of its customers.

- Attend and take part in exhibitions and events as required in the UK & Internationally
- Oversee the design, development and evaluation of GamCare's RG products, embedding structures to ensure that customer feedback, service user input and best evidence are included in the product review process.
- Manage and develop project plans, supporting the Development Director to turn ideas into viable and attractive products and proposals.
- To deliver GamCare Certification and GamCare Training where required.

PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE

Essential Experience

- Experience of networking, sales and negotiation
- Experience of managing the pipeline of business from enquiry to delivery
- Experience of business development methodologies, including product and market development, processes of innovation, development of ideas from concept to product
- Experience of line management
- Experience of project management
- Commitment and enthusiasm to develop & deliver tools and services to inform consumer protection, educate responsible gambling, to improve prevention and minimise risk of problem gambling harm
- Must be prepared to work to a flexible schedule, available to travel throughout the UK and internationally as required

Knowledge, attitudes and Skills:

- Skilled in establishing relationships, negotiating agreements and closing sales
- Knowledge of the RG requirements for the UK Gambling Sector
- Knowledge of evaluation and monitoring techniques
- Knowledge of product development, marketing planning and strategy
- Excellent report writing skills
- Excellent presentation and communication skills (verbal and written)
- High level organisational skills, proven ability to plan, prioritise and manage between competing tasks and deadlines, on time delivery within budget.
- IT skills: MS Outlook, Word, Excel, Powerpoint, Mobile & Web based solutions
- Ability to work as part of a team in developing and delivering products and services
- Knowledge of stakeholder management, internal & external
- Enthusiasm and passion to drive a culture of responsible gambling and improve the experience of customers and of our service users in particular

Desirable

- Business Qualification
- Experience of the charity sector

- Knowledge/ experience of working with the gambling industry UK/ International
- Knowledge and experience of working with / developing eLearning solutions
- Experience of working with gambling addiction or addictions in general

SIGNATURES:

JOB HOLDER: _____ **DATE:** _____

MANAGER: _____ **DATE:** _____