



## Job Description

**Job Title: Industry Services Programme Manager (London) - Full time**

**Reports to: Head of Industry Services**

**Directorate: Business Development**

**Job Holder: Vacant**

**Salary: £35,000 - £40,000**

### Job Purpose

To develop and manage safer gambling related projects and programmes for GamCare's Industry Services Team including:

- Procuring, developing and maintaining a new website for the Safer Gambling Standard and
- assisting the Industry Services Team to undertake assessments of remote and land-based gambling operators against the requirements of the Safer Gambling Standard co-ordinating delivery with other GamCare products including e-learning and training packages.

### Key Duties and Responsibilities

- Procurement, design and delivery of a website for the Safer Gambling Standard
- Develop, maintain and publish content for the Safer Gambling Standard website
- Market the Safer Gambling Standard and other industry services products to the Gambling Industry
- Assist the Industry Services Senior Manager and Head of Industry Services with the continued development of the Safer Gambling Standard and all future versions and iterations of the Safer Gambling Standard.
- Assist the Industry Services Senior Manager and Head of Industry Services in attaining external accreditation of the Safer Gambling Standard
- Assisting with Safer Gambling Standard assessments including undertaking assessment reviews of gambling operator websites and undertaking visits to gambling operator premises where required
- Assist in quality assurance work relating to GamCare industry services products to ensure that these products promote innovation in social responsibility and are in line with our charitable objectives.
- Understand the market 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.

- Oversee the design, development and evaluation of GamCare's safer gambling 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 Industry Services Senior Manager, Head of Industry Services and Development Director to turn ideas into viable and attractive products and proposals.
- 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 support the Industry Services Senior Manager, Head of Industry Services and the Development Director in establishing and fostering good relationships with gambling operators and managing the pipeline of business from enquiry to delivery.
- To promote social responsibility in the Gambling Industry by raising awareness of Gambling Related Harm

### **Person Specification: Knowledge, Experience and Skills**

#### ***Essential***

#### *Experience*

- Experience of managing projects/programmes from inception to completion
- Experience of compliance assessment/assurance work
- Experience of networking
- Experience of business development methodologies, including product and market development, processes of innovation, development of ideas from concept to product
- Experience of project management
- Commitment and enthusiasm to develop & deliver tools and services to inform consumer protection, educate safer 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 if required

#### *Knowledge, attitudes and skills*

- Skilled in establishing relationships with management and staff in a range of organisations, such as gambling operators, trade bodies and regulators
- Excellent written communication skills with experience of writing copy for websites and drafting detailed reports
- Knowledge of evaluation and monitoring techniques
- 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, both internal & external
- Enthusiasm and passion to drive a culture of safer gambling and improve the experience of customers and of our service users in particular
- An eye for detail, able to distil good practice from poor, and best practice from good.

***Desirable***

- Knowledge of the Safer Gambling/Responsible Gambling requirements for the UK Gambling Sector
- Experience of working in the field of safer gambling e.g. for a gambling business such as a gambling operator or a regulator
- Experience of dealing with management and staff at gambling operators
- Experience managing expectations and challenge relating to judgments made on accreditation decisions
- Experience of managing a digital/web-based project specifically
- Business Qualification
- Experience of sales and marketing
- Experience of the charity sector
- Experience of quality standards assessment
- 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