



Job Description

Job Title: Industry Services Senior Manager - Full time

Reports to: Head of Industry Services

Directorate: Business Development

Accountability: Line management of a small team

Salary: £40,000 - £45,000

Job Purpose

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 including:

- supporting the 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.
- developing 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 and
- Managing the Safer Gambling Standard Programme Manager and Training & Development Manager

Key Duties and Responsibilities

- Undertake remote and land-based social responsibility audits of gambling operators against the requirements of the Safer Gambling Standard. Including desk-based assessment, interview, mystery shopping and training assessment. Combine this service offering with other GamCare products delivered by colleagues including e-learning solutions, industry training products and other industry facing products which may be developed as part of a package of operator support solutions
- Assist the Head of Industry Services with the continued development of the Safer Gambling Standard and a B2B version of the Safer Gambling Standard.
- 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.
- Manage the pipeline of business from enquiry to delivery, providing oversight to the RG/Training officer in the delivery, and support to the Head of Industry Services and Development Director in the establishment of new business relationships.
- 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.

- 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 Head of Industry Services and Development Director to turn ideas into viable and attractive products and proposals.
- 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.
- Assist in the development and update of content for the independent Safer Gambling Standard website to be launched later in 2019.
- Recruit and manage staff involved in training and standards assessment work

Person Specification: Knowledge, Experience and Skills

Essential

Experience

- Significant Experience of compliance assessment/assurance work for a gambling regulator and/or gambling operator
- Experience of managing challenging assessments with senior grade staff members
- Experience of networking, sales and negotiation
- Experience of dealing with management and staff at gambling operators and managing expectations and challenge from operators relating to judgments made on accreditation decisions
- 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

- Knowledge of auditing approaches
- Knowledge of corporate governance best practice
- Knowledge of gambling industry compliance
- 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
- 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