



Job Description

Job Title: Training Officer - Full time

Reports to: Industry Services Senior Manager

Directorate: Business Development

Salary: £25,000 - £28,000

Job Purpose

UK Gambling Industry, healthcare providers, GamCare's partner agencies and internal teams such as GamCare helpline advisers.

Whilst based in London, much of this training is outside of London and involves extensive travel across the UK, Europe and occasionally other international destinations.

Accountability

No budgetary or line management responsibilities.

Key Duties and Responsibilities

- Design & deliver training about safer gambling to a range of stakeholders including gambling industry.
- Support the Responsible Gambling Coordinator and Training and Development Coordinator to schedule training, conduct training needs analysis, design, delivery and evaluation.
- Support customers with administration of GamCare Extra E-learning.
- Based on feedback from delivery, support colleagues to design and develop ideas for new training products, testing and refining them with customers.
- Continuously update your knowledge of safer gambling, gambling harms and gambling products and services to deliver up-to-date products.
- Work closely with GamCare's clinical teams and service users directly, ensuring your training products are informed by the lived experience of those who have been affected by gambling harms.
- Keep up to date with relevant social responsibility and player protection developments within the gambling industry.
- Maintain training records, collate evaluation responses and manage the production of certificates.
- Support colleagues to ensure GamCare's training products are of the highest quality, achieving CPD accreditation and other accreditations where required.
- Assist with promotion and marketing of training and other products at conferences and exhibitions, demonstrating GamCare's values and championing its work to customers.
- Complete administrative duties associated with training delivery including transport and accommodation booking, certification of attendees, monitoring feedback and ensuring continued development of GamCare training.

- Be passionate about driving a culture of safer gambling through the gambling industry, making gambling in the UK safer for everyone.

This is not an exhaustive list of duties and responsibilities and the post holder may be required to undertake other duties which fall within the grade of the post.

Person Specification: Knowledge, Experience and Skills

Essential

Experience

- Significant experience of training design and delivery to a range of stakeholders
- Experience of group facilitation
- Experience of developing training products from ideas to tested products
- Experience of incorporating feedback to refine and improve training
- Experience of training evaluation; driving and measuring behaviour changes as a result of training
- Experience of managing training accounts including liaison with multiple stakeholders across a business

Knowledge

- Substantial knowledge of training and facilitation techniques; understanding how different types of learners learn
- Knowledge of training evaluation techniques
- Knowledge of training needs analysis techniques and practices
- Experience working with problem gamblers or other addictions
- Knowledge of training IT products and processes

Skills

- Ability to conduct training needs analysis, ensuring each session is tailored to its audience
- Ability to construct engaging training sessions through slide decks, workbooks and supporting materials
- Ability to learn, adapt training to different audiences and stakeholder groups
- Ability to research topics in full and distil key points from a range of inputs into intelligible and accessible language
- Excellent coaching skills, ability to motivate and inspire others
- Excellent time management skills, managing challenging cohorts and ensuring sessions run to time
- Ability to manage large groups of trainees professionally and identify their individual and collective needs
- Ability to work alone and at times for long periods away from the office
- Excellent planning & organisational skills
- Ability to maintain effective training records
- Excellent interpersonal and communication skills, high standard of clear spoken and written English
- Commitment to confidentiality, ethical and professional boundaries

Other

- Free of any type of addiction for at least 24 months
- Available to travel and work flexibly (UK and International)

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