



JOB DESCRIPTION

| | |
|---|---|
| JOB TITLE: Responsible Gambling Officer | REPORTS TO: Responsible Gambling Services Manager |
| JOB HOLDER: Vacant | DIRECTORATE: Development |

JOB PURPOSE:

To develop and deliver GamCare Certification & Training for the gambling industry and affiliated organisations. 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. To educate and inform a range of stakeholder groups and generate target income for the charity. To support the delivery of the Safer Gambling strand of GamCare's ambitious new strategy.

ACCOUNTABILITY:

RESPONSIBILITIES:

- Deliver Responsible Gambling Training products to a range of stakeholders (mostly the gambling industry)
- Develop training products through knowledge of learning and development best-practice, customer feedback and GamCare service user input.
- Deliver GamCare Certification, comprising of desk-based reviews of Gambling operations, land-based audits, interviews and report writing.
- Develop & Administer GamCare E-learning solutions, reviewing and updating content for relevance and quality.
- Support the Responsible Gambling Manager in the development of key relationships with customers and management of the pipeline of business.
- Attend and take part in exhibitions and events as required both within the UK & Internationally to promote GamCare's products and services.

- Monitor best practice and developments in learning and development and gambling industry compliance requirements to ensure GamCare services are industry-leading.
- Contribute to team business strategy and planning

PERSON SPECIFICATION: KNOWLEDGE, SKILLS & EXPERIENCE

Essential

Knowledge

- Knowledge of Learning and Development methodologies, tools and techniques
- Knowledge of quality marks, auditing practices and processes and their value in improving standards

Skills

- Excellent presentation and communication skills
- IT skills, particularly with presentation products (e.g. powerpoint, Prezi)
- Strong organisational skills; proven ability to plan, prioritise and manage between competing tasks and deadlines.
- Stakeholder management skills
- Business development skills - the ability to identify potential customers and products to meet their needs
- Ability to work as part of a team in developing and delivering products and services

Experience

- Auditing and organisational assessment against criteria/standards
- Project Management
- Training Design & Delivery

Other

- Must be prepared to work to a flexible schedule, available to travel throughout the UK and internationally as required
- Passion for improving the gambling landscape by driving a culture of social responsibility
- Passion for knowledge sharing, information and changing organisational culture

Desirable

- Knowledge/ experience of working with the gambling industry
- Knowledge of the addictions field in general or gambling addiction specifically
- Experience of compliance, legal requirements in the online environment
- Experience of the Corporate Social Responsibility field
- Ability to administer and develop e-learning packages

SIGNATURES:

JOB HOLDER: _____

DATE: _____

MANAGER:

DATE:
