

## Job Description

**Job Title:** Industry Services Senior Manager (Maternity Cover)

**Reports to:** Development Director

**Directorate:** Development

### Job Purpose

To lead on and oversee the development and delivery of GamCare's Industry Services (excluding the Safer Gambling Standard). Please note that this is a temporary role for a fixed term of **five to six months** to provide cover for an existing staff member whilst on maternity leave.

### Key Duties and Responsibilities

- To drive a safer and more responsible culture 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 provide strategic leadership for all of GamCare's Industry Services (excluding SGS), including training, e-learning, Safer Gambling labs, Helpline Transfers and other products provided to gambling industry.
- To work with the Development Director to set and achieve targets for GamCare's industry facing products, and in so doing, generate value for our stakeholders as well as delivering income for the charity.
- To oversee the Industry Services Team budget, quality assure invoices and ensure prompt payment is made.
- To develop expertise in and understanding of the needs of GamCare's customers and support the development of products and services to meet those needs, driving GamCare's experience from speaking to those affected into the heart of those products.
- To scope out new products, building business cases and options papers to guide investment and overseeing their refinement and eventual bringing to market.
- To establish good relationships with GamCare's customers and manage the pipeline of business from enquiry to delivery.
- To maintain a close relationship with the Safer Gambling Standard team, assist with the continued development of the Safer Gambling Standard and any future versions of the Standard where required.
- To continue to develop and maintain expertise in the UK and International Gambling Sector to ensure that products are up to date and founded in the best available evidence.
- To line manage staff in the Industry Services Team.

- To deliver training, attend events and take part in panels as appropriate, championing GamCare's services and acting as an ambassador for our work and the needs of our beneficiaries
- Attend meetings of the Industry Services Team, Development Team and the wider GamCare Team where required.
- Uphold GamCare's values and occasionally represent GamCare nationally and internationally at conferences, exhibitions and other events.
- To oversee existing Industry Services projects, ensuring that key milestones are met and regularly reported on.

## General Duties

- To maintain a professional ethic, environment and appearance and uphold GamCare's reputation, positively representing our values
- To attend meetings as required, meet deadlines, and maintain professional service records.
- To proactively contribute to supervision, team meetings, and professional self-development.
- To work within professional boundaries, maintaining safety and appropriate confidentiality always.
- To ensure services are delivered in compliance with law, relevant policies, standards and guidance.
- To carry out responsibilities with clear regard to GamCare's Equal Opportunities, Equality and Valuing Diversity, Health and Safety, and other employee focused policies and procedures.
- To work flexibly, to undertake such other reasonable duties and responsibilities, across the whole service, and at any location within reasonable daily travel from your main place of work

## To be noted

This job description will be reviewed regularly in the light of the changing service requirements. Any changes will be discussed with the post holder.

This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the Development Director.

## Person Specification: Knowledge, Experience and Skills

### **Essential**

#### *Qualification*

- None, see desirable below.

#### *Experience*

- Experience of line management.
- Experience of developing new products and bringing them to market; piloting, refining, evaluating and marketing.
- Knowledge and experience of the UK gambling sector.

- Experience of training development, delivery and evaluation.
- Experience of managing a pipeline of business from enquiry to delivery.
- Experience of project management.
- Experience of negotiation and sales.
- Experience of budget management.
- Knowledge of business development techniques.
- Knowledge of marketing techniques.

#### *Skills*

- Excellent interpersonal skills, including customer service skills, ability to manage customers, secure business and negotiate contracts
- Excellent written and verbal communication skills. Excellent presentation skills.
- Excellent time management skills, attention to detail and preparedness and ability to meet challenging deadlines.
- Must be comfortable working on own initiative and as part of a team.
- Commitment and enthusiasm to developing innovative and impactful products and services that drive up standards of safer gambling across the gambling sector.
- Ability to work with a range of stakeholders of varying ranks across large and small businesses, whilst holding true to GamCare's values and ensuring the needs of our beneficiaries are central in such conversations.

#### *Desirable*

- Management qualification.
- Experience of achieving and exceeding income targets.
- Experience of dealing with management and staff at gambling operators and challenging them to drive up standards of safer gambling practice.

#### *Circumstances*

- Must be prepared to work to a flexible schedule, available to travel throughout the UK and internationally as required (coronavirus restrictions permitting).