

## Job Description

**Job Title:** Programme Manager - Criminal Justice and Gambling Harm Programme

**Reports to:** Head of Programmes

**Directorate:** Programmes

### Job Context and Purpose:

The role will sit within GamCare's Criminal Justice (CJ) and Gambling Harm Programme, which will run 2021-23. The Programme aims to: raise awareness of the harms and links between gambling and crime through training and engaging CJ professionals; facilitate stakeholder thought leadership; explore and test new approaches to supporting people in the CJ system affected by gambling; and evaluate insights and embed best practice.

The Manager will have overall responsibility for delivering the Programme on time, to a high quality, within budget, and through effective resource management. The role will have an externally facing focus to engage relevant stakeholders in the CJ sector, in order to raise the profile of the gambling/crime issue, enable strategic discussions, and develop creative and joined up solutions. As such the post-holder will need to have demonstrable experience of working within and engaging the CJS at a senior and proactive level.

### Key Duties and Responsibilities:

- Lead a Programme to build networks across the CJS, raising awareness and knowledge of gambling harms and criminality, and developing support pathways for people affected
- Plan and lead regular strategic stakeholder forums to enable thought leadership, and the development of potential solutions to address the needs of gamblers in the CJS
- Ensure proactive engagement and networking with CJ stakeholders for the purpose of service development, exploring joint solutions and driving forward the agenda
- Ensure the active involvement of people with lived experience of gambling and CJS
- Provide day to day management of the Programme, including effective line management, budget oversight, prioritization, and project/timeline planning
- Lead and support a small delivery team (coordinator, trainer, monitoring/research lead), with 2 direct reports, promoting the organisation's values and culture
- Ensure KPIs are met, working to a monitoring and performance management framework
- Ensure robust evaluation of the Programme's work, value, and impact (supported by an external evaluator) working to a theory of change and evaluation framework
- Be the lead representative, champion, and expert on CJS/gambling harm externally
- Provide regular written, statistical, and verbal reports and communications on the Programme's progress, that includes analysis of learning and future opportunities
- Lead relevant operational and strategic meetings to ensure the Programme's ongoing direction, prioritization, review and improvement, through an inclusive team approach
- Support the Head of Programmes and Development team on wider business development opportunities, proposals and fundraising relating to CJS activity
- Ensure effective safeguarding, equality and diversity are integral within the Programme
- Ensure the Programme is delivered to a high quality, with strong governance, risk management, data management, and quality assurance structures
- Proactively keep abreast of developments in the CJ and gambling sectors, sharing and discussing knowledge and opportunities with colleagues.
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### General:

- 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 records.
- To proactively contribute to supervision, team meetings, and self-development.

- To work within professional boundaries, maintaining safety and confidentiality always.
- To ensure services are delivered in compliance with relevant law, 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.

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

#### **Qualifications:**

- Degree level or equivalent experience in a related field (e.g. management, Programme management, criminology, psychology, sociology)
- Evidence of management related training/CPD relevant to the role

#### **Experience of:**

- Managing substantial projects with multiple workstreams, priorities, and outcomes
- Managing projects that involve multiple stakeholders, organisations, and agendas
- Supporting and developing teams, through communication, CPD, and leadership
- Managing and allocating a range of resources, including staff, activities, and budgets
- Substantial experience of working with/within the CJS, and understanding of its barriers, opportunities, and nuances (for professionals, service users and outside agencies)
- Engaging stakeholders at operational and senior level in the CJS and related sectors
- Development of services or Programmes designed to address under-served cohorts
- Involving service users / people with lived experience in service development
- Evaluation processes that inform learning, impact assessment and future developments
- Championing Programmes and demonstrating leadership, authority, and expertise
- Building safeguarding, risk management and wider governance into project delivery

#### **Skills:**

- Ability to engage senior stakeholders; to gain buy in, promote services and collaboration
- Ability/confidence to lead strategic meetings, deliver presentations and public speaking
- Understanding of the need to develop and lead departmental and individual work plans, that are clearly aligned to both organisational strategy and external developments
- Ability to plan strategically, manage competing demands and adapt plans as necessary
- Project / Programme management skills and application
- Ability to think creatively and present a range of solutions to continually develop projects
- Ability to collate and translate complex data/findings into understandable information
- Inclusive Manager that draws on the skills, ideas and expertise of teams and others
- Strong communication and reporting, supported by advanced use of IT
- Hold a non-judgemental, empathetic approach to gambling, people affected by gambling harm, and people in the CJS, with a genuine interest to improve provision

#### **Desirable**

- Experience of working within gambling or other addiction field
- Project Management qualification/training
- Level 4 or 5 accredited management qualification
- Procuring and managing external suppliers or consultants
- Knowledge of charity governance and quality standards

