

Job Description

Job Title: Training and Development Officer

Reports to: Industry Services Training and Development Manager

Directorate: Development

Job Holder: Vacant

JOB PURPOSE

Design and deliver training on gambling related harm to the gambling industry and other corporate or third sector clients. Clients include but are not limited to gambling businesses, banks, gambling support agencies, trade associations and regulators.

This role will also assist in consolidating GamCare's existing suite of services for industry stakeholders. This includes marketing, administering, and developing our e-learning products, 'Safer Gambling Lab' focus groups, warm transfer service and maintaining our website.

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

This role does not have any budgetary or line management responsibilities.

KEY DUTIES AND RESPONSIBILITIES

Training and other services

1. Design and deliver training on the topic of gambling related harm to a range of stakeholders including the gambling industry (delivery can be face-to-face or remote).
2. Conduct training needs analysis, design, delivery and evaluation.
3. Complete administrative duties associated with training and other service delivery including; maintaining records of delivery, transport and accommodation bookings, contracts/invoicing, logging expenses, issuing certificates and monitoring feedback.
4. Based on feedback from delivery, support colleagues to design and develop ideas for new training products, testing and refining them with clients.
5. Support colleagues to ensure GamCare's training products are of the highest quality, achieving continuing professional development (CPD) accreditation and other accreditations where required.
6. Support colleagues to deliver GamCare's warm transfer service. This includes preparing quarterly reports for businesses on the number of successfully completed transfers and regularly monitoring data to ensure appropriate transfers are made.
7. Administer and support the development of GamCare's e-learning courses.
8. Support delivery of 'Safer Gambling Lab' focus groups including; participant recruitment and management, session planning and facilitation.
9. Support developmental and project work within the team.
10. Undertake research to support process improvements.

Marketing and business development

11. Manage pipeline of business, track and follow up on business development leads and proactively market our industry services, ensuring we meet team and individual targets.
12. Help source and update content / case studies for GamCare's industry and consumer-facing website www.safergamblingstandard.org.uk.
13. Assist with promotion and marketing of training and other services at conferences and exhibitions, demonstrating GamCare's values and championing its work to customers.

Knowledge development

14. Continuously update your knowledge of safer gambling, gambling harms and gambling products and services to deliver up-to-date products.
15. Work closely with GamCare's clinical teams and service users directly, ensuring industry services are informed by the lived experience of those who have been affected by gambling harms.
16. Keep up to date with relevant social responsibility and player protection developments within the gambling industry and maintain good links with the Safer Gambling Standards Team.
17. Be passionate about driving a culture of safer gambling through the gambling industry, making gambling in the UK safer for everyone.

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 Industry Services Training and Development Manager.

PERSON SPECIFICATION: KNOWLEDGE, EXPERIENCE AND SKILLS

Essential

Knowledge

- Knowledge of training and facilitation techniques; understanding how different types of learners learn.
- Knowledge of training evaluation techniques.

Experience

- Experience of training design and delivery to a range of stakeholders, as well as group facilitation.
- Experience of developing training products from ideas to tested products.
- Experience of incorporating feedback to refine and improve training.

Skills

- Ability to construct engaging training sessions using slide decks, workbooks and supporting materials.
- Ability to conduct training needs analysis, ensuring each session is tailored to its audience.
- 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 and organisational skills, including thorough record keeping.
- Excellent presentation, interpersonal and communication skills, high standard of clear spoken and written English.
- Commitment to confidentiality, ethical and professional boundaries.
- IT skills – Microsoft Office (including Excel), ease using different types of video conferencing software and associated tools.

Other

- GamCare is an organisation that believes in and supports recovery from addiction. Please disclose if you are in recovery from addiction (including gambling, substances and alcohol), this will not exclude you, but enable GamCare to continue to support you in your recovery
- Available to travel and work flexibly (UK and International)

Desirable

- Training qualification.
- Experience working with affected by gambling related harm or other addictions.
- Experience training behavioural change or clinical techniques e.g. Motivational Interviewing.
- Knowledge of the gambling industry.
- Experience of using content management systems e.g. WordPress.
- Experience of using customer relationship management systems e.g. Salesforce, Microsoft Dynamics.
- Experience of developing e-learning products and using associated tools e.g. Moodle, Articulate 360.
- Understanding of principles governing data protection.