



**Director of Operations and People**  
**Candidate Information Pack**  
September 2021

## **Candidate Brief for the position of:**

### **Director of Operations and People – Gambling with Lives**

Gambling with Lives (GwL) was established in 2018 by the families and friends of people who had taken their own lives as a direct result of gambling.

Their deaths were sudden – “out of the blue” with no warning. They were not the result of massive gambling debts; rather what gambling had done to their hearts and their heads.

Research indicates that there are between 250 and 650 gambling related suicides every year in the UK ... a minimum of one every working day.

Gambling with Lives aims to:

- Improve mental health and save lives through raising awareness of the risks to health of gambling
- Provide support to the family and friends of the victims of gambling related suicide and those suffering gambling addiction

To deliver against these objectives the Charity is developing a range of activities, including:

- Promoting the reform of gambling legislation, regulation, and treatment through convening and championing experts by experience; disseminating research and challenging the current status quo and perceptions about people with gambling disorder
- Providing direct support to bereaved families including practical support with the administration of a death, peer support, enabling advocacy and therapy
- Promoting the treatment of gambling as a health issue, including identifying the need for increased integration with the NHS
- Giving a voice to families and friends bereaved by gambling and bringing the health issues surrounding gambling to the attention of policy makers and bodies responsible for regulating the gambling industry
- Developing pilot programmes in the fields of treatment, training, and education to influence national programmes in these areas

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## GAMBLING – SOME KEY FACTS

- At least 1 in 4 gamblers are suffering serious gambling harms
- Between 340,000 and 1.4 million adults in the UK are addicted to gambling
- Almost 20% of the UK population experiences gambling harm either directly or through the addiction of another
- At least 55,000 young people aged 11-16 are addicted to gambling
- UK and international research has found that 4-11% of suicides are related to gambling ... equivalent to 250-650 deaths per year in the UK
- Research from Sweden found that gambling addicts are 15 times more likely to take their own lives than the general population
- People suffering from Gambling Disorder are 3-4 times more likely to attempt to kill themselves than those suffering from other types of addiction
- Some gambling products are extremely dangerous:
  - Nearly half of people playing casino games online are addicted or at risk
  - 27.9% of people gambling online are addicted or at risk
- Only 29% of people think that gambling is fair and can be trusted; 71% think that it is dangerous to family life
- The industry made over £14 billion gross profit in 18/19... but contributed less than £10m to pay for research, education and treatment
- Just 2% of people with Gambling Disorder are able to access treatment - compared to 15-20% for drugs and alcohol addictions

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## Background to the role

Gambling with Lives has had a remarkable impact on the discourse surrounding the risk of gambling since it was established in 2018. Prior to GwL's contribution there was little to no mainstream recognition of the link between Gambling Disorder and suicide. The charity's founders have become central to the case for gambling reform and were instrumental in campaigning for the review of gambling legislation in the UK which was announced at the end of 2020.

Alongside the campaign the charity is in the midst of launching an expanded service to support families bereaved by gambling related suicide, an education programme pilot in 20 schools, a research programme focussed on suicide and gambling, and a training and communications project to enhance the effectiveness of treatment for gambling disorder.

In the context of the Gambling Act review reaching a critical juncture, and the expansion of the charity's programmes requiring an operational focus, Gambling with Lives is re-organising its leadership structure to maximise its effectiveness, making the role of the Chairs explicit in a collaborative leadership model. The current CEO is moving into a focussed role of Strategy Director. The Co-Chairs will lead the continued development of the charity, and a Director of Operations and People will be appointed to enhance delivery of the charity's programmes and central services.

The purpose of this newly created role is to develop the charity's policies, processes and systems, to help establish the operating structure of its services, and to take responsibility for the operational delivery of the charity's services to ensure ongoing success. The Director of Operations and People will line manage the Heads of Department and will take a significant role in steering the charity's operational strategy and development.

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## Job description

<b>Salary</b>	£65k plus benefits
<b>Location</b>	Flexible with the offer of a budget to pay for a hot desk in a convenient location or to work from a current office location in Manchester
<b>Reports to</b>	Executive Chairs
<b>Direct reports</b>	Four Heads of Department – Head of External Affairs Head of Education Head of Outreach and Engagement Head of Family Support
<b>Target start date</b>	ASAP
<b>Tenure</b>	Ideally full time, however flexible and part-time working would be considered for the right candidate.

### About the role:

Gambling with Lives is looking to appoint a Director of Operations and People to ensure the efficient and effective day to day functioning of the organisation. This is a new role, reporting to the Executive Chairs, which has been created following significant organisational growth.

This is a crucial role at the heart of the organisation and the post holder will be responsible for driving forward all aspects of central services, HR, finance, and operational support to the charity's Heads of Department to ensure the smooth running of the organisation.

The successful candidate will have a proven track record in a past role of developing and implementing systems designed to improve the effectiveness and impact of an organisation and will be able to demonstrate past achievements.

### Key Responsibilities:

#### Systems Management and Support

- Review GwL's requirement for internal databases, systems and other processes, making recommendations for improvement and managing the implementation of new projects

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- Manage GwL's relationship with its IT support provider to effectively manage systems in terms of security, maintenance and data. This will include user access (joiners, leavers, changes) and support for the website, databases (CRM and others)
- Establish relationships with and work with other identified external providers used by GwL
- Manage data protection and security, responding effectively to any data breaches following the correct reporting processes, both internal and external. Act as Information Commissioner Office Lead ensuring registrations are completed
- Develop a document management system ensuring that staff, trustees and volunteers are supported with up to date and relevant documentation

## **HR**

- Line manage four Heads Of Department and facilitate their working relationships with the Executive Chairs and their reporting to the Board
- Periodically review GwL's performance management systems and make improvements
- Periodically review the benefits package for employees to ensure it is competitive in the market
- Periodically review the support available to GwL employees to ensure a positive and supportive working environment is created, with a particular focus on ensuring that those with a history of gambling related harm can flourish and perform leadership roles within the charity
- Manage the recruitment and induction process of new employees to the charity
- Provide induction training to staff and ongoing training as systems are updated, this may include to trustees and volunteers

## **Finance**

- Manage GwL's financial services providers including monitoring their performance, ensuring the timely provision of financial reporting and financial planning
- Support the Treasurer to coordinate the Finance Sub-Committee of the Board
- Periodically reforecast the financial activities of the charity as required by the Finance Sub-Committee
- Iterate the charity's financial procedures as the organisation grows and ensure compliance with the procedures by all employees

## **Policies and Procedures**

- Work with the Heads of Department to review the policies and procedures of the charity. Update, develop and distribute new policies and procedures as appropriate ensuring that these are presented to the appropriate working groups and the Board

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- Maintain the schedule of policies and procedures to ensure review dates are adhered to
- Ensure that the charity complies with relevant legislation and display relevant notices both in physical spaces and online

### **Management of working environments**

- Ensure employees have access to suitable equipment to enable them to work from home or from hot desks.
- Keep a list of assets
- Manage workplace safety, including risk assessments and implementing required actions. Develop induction training for staff for this area. Act as leading officer on health & safety, first aid and fire safety and any other areas as appropriate, for example safeguarding

### **Operational Support**

- Support the Heads of Department to operationalise their services
- Provide logistical support for events such as parliamentary receptions and conferences.
- Ensure cost-effectiveness in all areas of work and that all duties are carried out in accordance with company policies and procedures
- Acting as a point of contact for external calls and monitoring any allocated mailboxes
- Any other tasks as reasonably asked by the organisation.

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## Person Specification

### Experience

- At least five years' experience in a senior management role
- Experience of having worked in a growth environment, ideally in a start-up
- Experience of operating dynamically in the voluntary and community sector, in a high level emotionally driven context
- Experience of line managing employees in a way that recognises the skills, talents and perspectives of the whole team
- Experience of managing and supporting remote workers
- Demonstrable experience of developing and managing effective systems and processes including secure data management system, external platforms and staff development
- Working with external partners, managing contractors and resolving issues if identified
- Track record of office and operations management including creating robust policies and procedures to ensure safe and comfortable environments for the team
- Excellent knowledge of Microsoft Office 365 package
- Understanding of the UK gambling landscape or similar such as anti-tobacco or alcohol reform an advantage
- Educated to degree level and/or relevant professional qualifications

### Skills and abilities

- Outstanding communication skills at all levels, both written and verbal and including confident presentation skills
- Excellent interpersonal skills; ability to persuade, negotiate and influence at all levels
- 'Can do' attitude. Resourceful and resilient. Mental toughness and ability to challenge the status quo and innovate when resources are stretched
- Flexibility and proven capacity to operate in a rapidly changing internal and external environment
- Significant emotional intelligence and ability to empathise with others and work collaboratively with a team of staff, trustees and volunteers
- Strong organisational and time management skills and the ability to work to tight deadlines - often on several projects at the same time
- Capable of generating ideas and stimulating creative thinking in self and others
- Confidence and courage to have difficult conversations

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- Persuasive and passionate about GwL's aims and objectives with a strong belief in and commitment to our mission, vision and values
- A commitment to equality and diversity in a meaningful way
- Politically astute, situationally aware, strategic decision maker

We look favourably upon candidates who are experts by experience of either gambling related harm or suicide. GwL is fully committed to equality of opportunity and diversity to ensure that we reflect the full breadth of the people we aim to support. We warmly welcome applications from all suitably-qualified candidates.

## How to apply?

Application is by CV and a covering letter which should indicate why you are interested in applying for the Director of Operations & People role and how you meet the role requirements. Please send this to [recruitment@ep-uk.org](mailto:recruitment@ep-uk.org). If you would like a call to discuss the role in more detail, please email Paul Venning, [p.venning@ep-uk.org](mailto:p.venning@ep-uk.org) to arrange a convenient time.

We want you to have every opportunity to demonstrate your skills, ability and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.

The closing date for applications is **Fri 1<sup>st</sup> October** with shortlisting telephone or online interviews taking place the next couple of weeks thereafter. Interviews with GwL will take place in the week commencing the **25<sup>th</sup> October**.

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