

Dear Candidate

## POST OF GAMBLING THERAPY MANAGER

I am delighted that you are interested in our exciting new role here at Gordon Moody Association.

We are in the process of making some changes and this new post forms part of these changes to enable us to effectively deliver our 3-year business strategy for 2018-2021. Our key purpose is ***To provide high quality, innovative therapeutic support to those affected by problem gambling including raising awareness of the issues of gambling related harm.***

Our new business strategy has been produced to further evidence our specialism as the only UK service for residential treatment. The strategy more closely aligns us with the overall approach to addressing gambling related harm from our commissioners, the regulator and the Responsible Gambling Strategy Board. We now have 5 distinct models of delivery and need to focus on strengthening and expanding these over the next 3-5 years.

The Gambling Therapy Manager will be responsible for enhancing, expanding and evidencing the benefits of our existing on-line support service outside of GB. The postholder will work to position the service as the lead supplier of overseas on-line gambling support services and it will be critical to engage in growing the existing funding/donor base and further enhance our unique Gambling Therapy App.

If you are passionate about supporting people in recovery from addiction, open to change and to continuous improvement of service delivery and evidencing the same then we look forward to receiving your application.

If you would like an informal discussion about the role then please do email me, [adele.duncan@gordonmoody.org.uk](mailto:adele.duncan@gordonmoody.org.uk) to arrange a convenient time to talk.

Yours faithfully

Adele Duncan  
Chief Executive

### Gordon Moody Association

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[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

Registered charity number 1124751 | Company Ltd by Guarantee 06302768



## **Gambling Therapy Manager**

**Location: West Midlands office or home based with regular travel to Dudley and London**

**Salary: £32,269**

This is a fantastic new opportunity for an enthusiastic, proactive and driven individual to join a small, motivated and growing online service supporting those with gambling related issues. You will bring fresh perspectives and an impressive track record of developing, reviewing and enhancing direct service delivery and providing data to support the benefits of those services. The Gambling Therapy Manager will be responsible for enhancing, expanding and evidencing the benefits of the existing services, whilst positioning Gambling Therapy as the lead supplier of overseas online problem gambling services. This is a proactive role which requires you to raise the profile of our service within and across the Gambling Industry especially outside of G.B.

To secure this unique opportunity, you must have:

- Proven success in setting and achieving stretching targets for income generation
- Proven management experience and inspiring leadership qualities to support your team.
- First-class relationship-building skills, especially at a management level with our existing and new potential donors.
- Outstanding communication and analytical skills.
- Ideally knowledge of the gambling sector.

This is a great opportunity, so if this inspires you, please get in touch or visit our website to download a full application pack:

[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

[www.gamblingtherapy.org](http://www.gamblingtherapy.org)

**Closing date: Midday on 4<sup>th</sup> June 2018**

**Interviews to be held on 13 June 2018 in Dudley**

	<b>JOB DESCRIPTION</b>
<b>Job Title</b>	<b>Gambling Therapy Manager</b>
<b>Reporting to</b>	Director of Operations
<b>Responsible for</b>	Line management of: <ul style="list-style-type: none"> <li>• Clinical Services Manager x 3 P/t</li> <li>• Senior On-Line Advisor</li> <li>• External Support Consultants</li> </ul>
<b>Location</b>	West Midlands office or home based with regular travel to Dudley and London
<b>Salary</b>	£32,269

#### **OVERALL JOB PURPOSE**

The Gambling Therapy Manager is responsible for enhancing, expanding and evidencing the benefits of the existing services, whilst positioning Gambling Therapy as the lead supplier of overseas online problem gambling services.

The post holder will be responsible for growing the existing supporter/funder base; increasing donations and broadening the services offered.

The post holder will work to ensure that the development of services meets the aims and objectives of the organisation and serves to further enhance the well-established reputation for high-quality treatment and support.

The GT manager will lead on all GT services being integrated into a whole team across GMA services.

#### **KEY RESPONSIBILITIES**

The duties and responsibilities of the Head of Gambling Therapy can be broadly divided into the following areas:

##### **Service Delivery**

1. Effective operational management of all Gambling Therapy services in line with review and enhancement of the programme handbook

2. Evidencing outcomes that are achieved and producing data for annual impact reports
3. Actively promoting the services to existing and potential new stakeholders through a variety of media and relationship building opportunities within the gambling operator field

### **Stakeholder Relationships**

4. Proactively monitor developments across the industry internationally, notably in respect of changes in regulation that impact the provision of gaming/gambling services and could therefore represent opportunity for service expansion
5. Work with the gambling industry to continually improve best practice standards in player protection and social responsibility providing training where commissioned
6. Overseeing the proper management and maintenance of the Gambling Therapy website and GT App
7. Ensure that all services are delivered in line with the organisation policies and procedures and take the lead on reviewing policies specifically relating to GT services

### **People Management**

8. Provide line management supervision and carry out annual appraisals for the staff team
9. Lead and manage the recruitment and induction of all new volunteer advisors and translators and new members of the team
10. Ensure regular team meetings take place with your own team, as well as contributing towards the team of middle managers that this post is part of

### **Financial Management**

11. Secure funding for GT, including direct industry contributions and prepare and manage all relevant budgets and income/expenditure forecasts
12. Ensure donations are negotiated and agreed in a timely manner, providing regular reporting to donors and seek to secure increased donation where possible
13. Deliver regular internal and external reports to demonstrate progress against agreed KPIs, such as service delivery levels, visitor sessions and income/expenditure against budget

## General

1. Understand, uphold and work with the values, ethos, purpose and aims and objectives of the Gordon Moody Association
2. Promote and uphold service user's rights and ensure implementation of GMA's service user involvement strategies
3. Abide by the terms of the organisations policies and procedure and particularly in relation to code of conduct and professional boundaries
4. Work flexibly to maintain the most appropriate level of service provision, respond positively to organisation change and development
5. Undertake any such duties as reasonably required by your manager

## Values

Underpinning our purpose, we have developed a core set of values which are integral to how we deliver our services and we expect all staff to sign up and demonstrate how they live these values.

- 1 **Non-judgemental** - ensuring that we listen to people, respect them and value their beliefs
- 2 **Empowerment** – equipping our service users with the knowledge, skills and abilities to improve and enhance their lives
- 3 **Passion** – being dynamic, committed, enthusiast and caring
- 4 **Honesty** – being open and transparent
- 5 **Open to Change** – evolving our approach, being forward thinking and open to innovative new ideas

**PERSON SPECIFICATION - GAMBLING THERAPY MANAGER**

Essential	Desirable
Experience in the field of problem gambling/gambling addiction or a similar field	The candidate should ideally have an established knowledge of the gaming and gambling sector and in particular of compliance and social responsibility issues relating to the minimisation and treatment of problems
Business development experience within a similar field and/or in fundraising capacity or commissioning/tendering for services	An established network of contacts and associates for whom the Gambling Therapy services are relevant and ability to continue to grow this network in support of organisational aims.
Experience of effective management and leadership	
Demonstrable understanding and experience of the use of internet-based communications tools for the provision of help and support services	
Ability to evidence a commitment to the values of the organisation	
Experience of communicating effectively with a wide range of partners in a coherent, professional and appropriate manner	
Ability to work on own initiative and manage workload effectively	
Experience of setting and managing budgets	
Level 5 (or equivalent) in Management or able to complete and agreed number of modules within the probationary period	

help for problem gamblers



May 2018

## Terms and Conditions

Benefit	Further details
Annual Leave	28 days per year plus bank holidays
Salary	<b>£32,269</b>
Learning & Development	Annual L&D plan for organisation as well as personal L&D plan further to appraisal
Childcare Vouchers	As an employer we are part of a Childcare Voucher Scheme, which enables parents to save money from tax relief on childcare. This scheme is available to new entrants until September 2018.
Pension	Auto Enrolment into Employer Stakeholder Pension Scheme
Staff Travel Loan Scheme	We offer a Travel Loan Scheme (After Qualifying Period) This scheme is available to permanent employees to apply for an interest free loan to purchase a rail/public transport season ticket for your journey to work.

Organisation Structure May 2018 for Recruitment

