

GambleAware

Project Support Officer (Fixed Term)

Application pack

Job description

Role title:	Project Support Officer
Accountable to:	Programme Manager
Status:	Fixed Term
Hours:	Full Time (35 hours per week). We are happy to discuss flexible working options
Location:	Hybrid office/remote working, minimum 40% office based, Central London
Salary:	£28,665 - £35,280 depending on experience (+ £3,150 London weighting where applicable) (pro-rata)

Role purpose

Working in the Procurement and Programme Management Office, the Project Support Officer role will provide administrative support to the delivery of GambleAware's portfolio of programme and projects and business operations activity.

The role will report to the Programme Manager.

Key accountabilities

- Support the administration and coordination of internal and external programmes and projects across the organisation, facilitating effective multi-disciplinary, cross departmental team working
- Support the application of effective project management methodologies and the collation of reporting/management information
- Support GambleAware's outcomes-based approach to commissioning including; supporting the creation of business cases, development of Invitations to Tender, assessment of bids, contract management and project evaluation
- Support effective contract management, review, and evaluation of externally commissioned activity by scheduling and organising review meetings, collating documentation for delivery leads and creating accurate meeting notes are completed and actions followed up
- Support processes to involve people with Lived Experience of Gambling Harms in shaping and informing our work
- Provide secretariat support to allocated Advisory Panels, Programme Boards and Steering groups
- Deliver allocated events, seminars, and workshops (online/in person/hybrid as required)
- Develop and maintain working relationships with delivery partners and other external stakeholders
- Assist with the review and editing of documents, meeting papers and publications to ensure high quality
- Deputise for the Executive Assistant during absence periods/annual leave (shared with other Project Support Officers)

Key responsibilities

1. Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences

2. Ensure project and programme documentation is up to date and facilitate to collation of reporting information
3. Contribute to the development and management of documentation to support the commissioning processes for externally commissioned programme/projects
4. Provide administrative support to Programme/Project Managers and multi-disciplinary programme/project teams as may be required
5. Provide administrative and secretariate support to a range of panels, committees and functional processes including commercial & procurement, finance, people and governance
6. Organise and deliver of a range of engagements, events and seminars including organising event materials for colleagues across the organisation
7. Support procurement activity including the preparation of documentation, receiving proposals, preparing scoring documents, facilitating shortlisting and organising interviews and pitches
8. Manage shared inboxes being the first point of contact for a number of stakeholders and applicants
9. Work to your SMART (Specific, Measurable, Attainable, Realistic, Time bound) work objectives and personal development objectives set by your line manager
10. Work with colleagues to ensure the ongoing review, updating and amendment of work practices, procedures and systems to drive continuous improvement
11. Undertake any other tasks as reasonably directed by your line manager
12. Adhere to GambleAware policies and procedures
13. Be a good team worker, demonstrating loyalty and commitment to the organisation and team members.

Key relationships

- Programme Manager
- PPMO Team
- Executive Assistant
- Systems Commissioning Team
- Evidence & Insights Team
- Communications Team
- Third party suppliers

Critical competencies

The competency framework sets out how we want people in GambleAware to work.

The competencies are intended to be discrete and cumulative, with each level building on the level below.

The six competencies below are identified as critical to this role.

Brilliant Basics	<ul style="list-style-type: none">• Maintain a strong focus on priorities, holding others to account for priorities and swiftly respond to changing requirements• Work collaboratively with end users or delivery partners to manage, monitor and deliver against service level agreements.• Drive a performance culture within own area and support and encourage a focus on performance and priorities.
Difference Makers	<ul style="list-style-type: none">• Inspire colleagues and delivery partners to engage with the long-term vision and purpose, supporting them to make sense of change

- Seek constructive outcomes in discussions, challenge assumptions and remain willing to compromise when it is beneficial to progress

Game Changers

- Gain a wider picture of the landscape surrounding activities and policies by bringing together views and perspectives of stakeholders and those with lived experience
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Person specification

	Essential	Desirable
Knowledge & experience	<ul style="list-style-type: none"> • Understanding of project management methodology and experience of providing support to project teams/Programme/Project Management Office • Experience of producing and maintaining project documentation • Experience of accurately recording and producing minutes and supporting meetings • Experience of providing customer care and being the first point of contact for an organisation • Experience of providing effective administration • Experience of setting up, maintaining, and improving processes • Experience of using a CRM or databases • Experience of supporting and coordinating multiple activities. 	<ul style="list-style-type: none"> • Understanding of procurement administration
Skills & abilities	<ul style="list-style-type: none"> • Ability to work on multiple programmes / projects concurrently • Excellent IT Skills especially in the use of MS Office applications (Word, Excel, Outlook and PowerPoint) • Excellent organisational skills and ability to manage own workload • Effective and confident communicator • Excellent writing/editing/proof-reading skills • Ability to build strong working relationship with all stakeholders. • Pragmatic but strong attention to detail. • Ability to work collaboratively in multi-disciplinary teams and across the wider organisation. • To work flexibly and respond positively to changing business needs • Ability to use initiative and solve problems. 	
Qualifications		<ul style="list-style-type: none"> • PRINCE2 • Agile Project Management • Managing Successful Programmes (MSP) or similar programme management qualification
General	<ul style="list-style-type: none"> • Committed to continuous professional development 	<ul style="list-style-type: none"> • Keeping up to date with Charity Commission guidance

	<ul style="list-style-type: none">• Commitment to GambleAware’s mission and values• A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity• Eligible to work in the UK	<ul style="list-style-type: none">• Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays.
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This job description does not form part of the contract of employment and may be subject to change.

How to apply

Key dates

Closing date for applications is **Wednesday 10 July 2024 at 17.00pm**. Successful candidates will be invited to attend a panel interview **between Monday 15 July and Friday 26 July 2024**. We reserve the right to close the post and interview ahead of the closing date if & when we receive enough high calibre applications. Therefore, if you are interested, please submit your application as early as possible.

How to apply

Applicants must be eligible to work in the UK. To apply, please submit a comprehensive CV along with a cover letter to recruit@gambleaware.org Your cover letter should highlight your relevant skills, knowledge, and experience, and outline the approach you would take for this role.

Please note that using Artificial Intelligence AI to write your application or cover letter is not advocated by GambleAware, and it could negatively impact your chances of success in the application process. While AI can help streamline the writing process, these tools cannot fully grasp the context or requirements of the job you're applying for, nor can they accurately reflect your skills, knowledge, and experience. It is crucial that you personalise your supporting statement by articulating these in your unique voice.

If you choose to use (AI) or other tools to assist in writing your application, we ask that you declare this clearly on your CV and / or cover letter, and bear in mind that it's essential to personalise this information, particularly in your cover letter.

Equal opportunities

All candidates are also requested to complete an online [Equal Opportunities Monitoring Form](#) which will be found at the end of the application process. This should be submitted to recruit@gambleaware.org This is not mandatory but will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

Adjustments

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility, and cognitive impairments.

Should you require access to these documents in alternative formats, please contact recruit@gambleaware.org We also welcome any comments or suggestions about improving access to our application processes.

Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going

forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

Contact details

For a conversation in confidence, please contact recruit@gambleaware.org and we will come back to you.

About GambleAware

GambleAware is the leading independent charity and strategic commissioner working to keep people safe from gambling harms.

We are the leading strategic commissioner of gambling harm education, prevention, early intervention, and treatment across Great Britain. We work in close collaboration with the NHS, clinicians, local and national government, gambling treatment providers, as well as other mental health services. We operate across four key areas by:

- Providing support, advice, and tools to help people make informed decisions about gambling. We help people understand and recognise the risks of gambling, and direct them to more information, help and support, should they need it.
- Commissioning the National Gambling Support Network (NGSN), a group of organisations across Great Britain which provides free, confidential treatment, as well as the National Gambling Helpline which takes around 52,000 calls and online chats a year.
- Commissioning research and evaluation to increase our knowledge and understanding of what works in the prevention of harm.
- Producing public health campaigns on a national scale and providing practical support to local services and partners.

If you're worried about how gambling makes you feel, we can help. For free and confidential advice, tools and support, search GambleAware or contact the National Gambling Helpline, available 24/7, on 0808 8020 133.

Our independence

As an independent charity, GambleAware has an extremely robust system of governance processes in place, is accountable to the Charity Commission, and works to hold the gambling industry to account. Members of our independent Board of trustees are leaders within the NHS and public health sector and have no connection to the gambling industry. We work closely with DCMS, DHSC, OHID and the Gambling Commission, who all recognise our integrity and independence. The gambling industry has absolutely no input, influence or authority over any of our activity.

Governance

We have robust governance processes to guarantee our independence from the gambling industry. Our Board of Trustees have extensive public health and NHS backgrounds and are selected based on their expertise to support the commissioning of best practice national prevention, education, treatment and support services. GambleAware is committed to the Charity Governance Code, which includes a priority to be transparent and accountable and regular communication with the Advisory Board for Safer Gambling. GambleAware's Board of trustees is chaired by Baroness Kate Lampard CBE, former lead non-executive director on the Department of Health & Social Care Board and a trustee of the Esmée Fairbairn Foundation. Other trustees have extensive public health and NHS experience.

Funding

GambleAware has long called for the introduction of a statutory levy on the gambling industry and was delighted to see a levy included in the Gambling White Paper. A levy will enable proper funding oversight, avoid duplication of work and provide a sustainable, transparent and long-term funding model to ensure the successful delivery of the research, treatment and prevention services needed to prevent and treat gambling harms.

Gambling is a serious public health issue and having greater accountability and a government led National Strategy to prevent gambling harm, which is supported by sustainable funding, means all operators can be held accountable. The new statutory levy will give certainty and stability to commissioners like GambleAware, as well as service providers, to make long-term commitments to meet population needs. It will also ensure further separation between the industry and research, education and treatment. Sustainable funding will enable us and those working to reduce gambling harm to increase access to early interventions, expand the number of local systems who can act to prevent gambling harm and develop a commissioning plan which is specifically targeted at help young people and children.

Our guiding principles:

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do.

We are all here to make a difference...
<ul style="list-style-type: none">• We start from the perspective of people at risk of gambling harms• We ask what impact we can have• We are bold enough to set the agenda and lead the way• We persevere until we reach our goals• We do things that leave a legacy.
...by working with curiosity and innovation...
<ul style="list-style-type: none">• We strive for new ways to solve problems• We share learning, insights and expertise• We are willing to take risks or go out of our comfort zone• We ask questions and welcome constructive challenge• We learn from our successes and failures.
...and pulling together as one team.
<ul style="list-style-type: none">• We value everyone's talent and perspective• We ensure everyone feels welcome and can be themselves• We collaborate to deliver the best outcomes• We go out of our way to help each other• We celebrate everyone's success together.

Life at GambleAware

Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits and the list below summarises those currently on offer.

Annual flu vaccinations	Flexible working
Annual leave, 25, increasing to 28 with length of service days plus public holidays and Christmas closure	Resilience Fund
Regular staff feedback survey	Investment in staff development
Cycle scheme	Mindfulness app
Death in service	Pension
Employee assistance programme	Private healthcare
Eye-test and DSE assessment	Generous family friendly policies

Equal opportunities

GambleAware is committed to equality, diversity, and inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders, and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting quarterly staff surveys to allow for an open, honest, and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth. We have a competency framework in place that sets out the skills, knowledge and behaviours that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.

Project Support Officer

Application pack

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GambleAware is the independent charity (Charity No. England & Wales 1093910, Scotland SC049433) and strategic commissioner of gambling harm education, prevention and treatment across Great Britain to keep people safe from gambling harms.

For further information please contact info@gambleaware.org