



Safer Gambling Executive and Trainer Candidate Application Pack

Young Gamers and Gamblers Education Trust

Introducing YGAM

The Young Gamers and Gamblers Education Trust (YGAM) is a national education charity with a social purpose to **inform, educate, safeguard and build digital resilience amongst young and vulnerable people, helping them to make informed decisions and understand the consequences around gambling and gaming.**



We enhance understanding

through research and evaluation YGAM aims to enhance the UK's understanding of gambling, gaming and related harm, specifically amongst young and vulnerable people.



We educate practitioners and student peer mentors

to help young and vulnerable people YGAM develop and deliver training courses to professionals and volunteers who support young people at risk from problem gambling or gaming.



We increase awareness

through information and dialogue YGAM increases awareness of youth gambling and gaming as a public health issue with policymakers, educators the industries themselves and key influencers.

To achieve this, YGAM delivers its mission and therefore its social purpose in four ways:



Practitioner Workshops: YGAM delivers accredited training to practitioners, enabling them to deliver the YGAM gambling-related harm prevention programme.



University and Student Engagement: YGAM works in partnership with universities to train year two & three students to become YGAM peer mentors who programme and campaigns within their universities and local communities.



Research: through the delivery of the above two products, a programme of research into the attitudes, thinking and behaviours of young people and gambling/social gaming will be created to establish a global research network, specifically targeting teenagers and young adults.



Parents: Following on from some research and working alongside young people, parents and carers, YGAM have developed a parent hub for their website. The site provides information and support around gaming and gambling for parents and carers, alongside a range of tools and activities for the whole family to build up their children's resilience and establish a healthy on-line/off-line balance.

YGAM increases awareness of youth gambling and gaming as a public health issue with policy-makers, educators, the key industries themselves and key influencers. Our Programmes and Services also contribute to the emerging National Strategy to reduce gambling harms 2019–2021. In particular YGAM's impact contributes to:



Priority Action 1: Research to inform action



Priority Action 2: Prevention



Priority Action 3: Evaluation of the National Strategy

Safer Gambling Training is a collaboration between YGAM & Betknowmore UK. Our training products contribute to the National Strategy to reduce gambling harms, namely priority Action 5: Industry Collaboration.



A warm welcome to YGAM

In a unique collaboration between YGAM, Betknowmore UK and the Responsible Gambling Council we have a unique opportunity for a talented person to join the YGAM team as Safer Gambling Executive & Trainer.

Building upon our collective track record, the Safer Gambling Executive & Trainer will cultivate partnerships to drive sales for digital, blended & face-to-face training and deliver impactful (blended & face-to-face) training to colleagues working in customer facing roles within the gambling industry. Our training is externally evaluated, evidence-led and co-created with industry colleagues, City & Guilds, academics, and customers with Lived Experience (both regular customers and those who have experienced gambling-related harm).

Following a review of our current courses and the impact of Covid-19, we now have developed a suite of new digital courses to sit alongside our blended and more traditional face-to-face training. Our digital courses include:

- ✔ Understand Customer Vulnerabilities
- ✔ Understanding Gambling-Related Harm
- ✔ Understanding Safeguarding
- ✔ Enhanced Skills for Customer Interactions
- ✔ Awareness of Gambling Support Services
- ✔ Maintaining Health & Well-Being for Gambling Sector employees

The post is offered as a full time, or four-day-a-week opportunity with a starting salary of £38,000 – £40,000 pro-rata based on experience. If the post holder lives within Zone 1-6 in London, an additional London Weighting Allowance is payable of £2,800 pro-rata. You will be supported in your role by a first-class Senior Leadership Team and a c-suite board of trustees. The role will be demanding, but highly rewarding. Being highly organised, having an absolute eye for detail and the drive and ambition to make this opportunity a success within a start-up organisation are critical qualities.

To apply for this post please send your CV and a one page supporting document outlining how you meet the Personal Specification for this role to careers@ygam.org. The closing date for completed applications is Thursday 24 September at 1200 noon.

Successful applicants who make the shortlist will be asked to attend an interview, which is planned to take place on Wednesday 30 September and will likely take place via zoom. Please make sure you can attend this selection day before applying. We are proud to be recognised as an Investors in People organisation, guaranteeing you a purposeful job with plenty opportunities to steer our future development.

Good luck with your application and thank you so much for your interest in our work.



Mike Wojcik
Chair of the Board of Trustees



Lee Willows
Founder & Chief Executive

Job description – Safer Gambling Executive and Trainer 1 of 2

Title: Safer Gambling Executive and Trainer

Reports to: Chief Executive

Hours: Four days a week or full-time / work from home

Salary: £38,000 – £40,000 (plus London Weighting of £2,800 if applicable)

Probation period: Six months, with formal review at month three

Job Purpose:

The post holder will ideally be known within the gambling industry having held a role in compliance or learning & development and will be required to cultivate partnerships to drive sales and deliver impactful (blended & face-to-face) training.

Key Tasks:

- Create and deliver prospects / income pipeline
- Develop a portfolio of relationships with gambling operators specifically with employees based in the UK, EU and Asia.
- Research potential operators, write, plan and deliver engaging approaches to secure their support for training (delivered as digital, blended or face-to-face learning).
- Act as an ambassador for the combined YGAM, Betknowmore UK and Responsible Gambling Council collaboration, representing the partnership at key industry events and undertaking public speaking.
- Provide line management as team grows, task and organise bespoke training so each customer has a unique experience.
- Work collaborate with GamCare and cross-promote the Safer Gambling Standard to operators.
- Work collaboratively with colleagues on the Senior Leadership Team for YGAM in an impactful way to deliver YGAMs social purpose and provide unrestricted income for the charity partners.
- Meet income targets on corporate accounts managed and be self-administrating.

The Disclosure & Barring Service (DBC) – disclosure

This post is subject to a DBS disclosure that is of satisfaction to the Board of Non-Executive Directors at YGAM Innovation. Being the trading subsidiary of a UK Registered Charity, we promote equality of opportunity and welcome applications from all candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. While YGAM Innovation waits for the disclosure results from the DBS, training and other admin duties can be commenced by the applicant (part paid, part unpaid). The cost of the DBS disclosure and registration to the DBS subscription service will be met by YGAM.

Job description – Safer Gambling Executive and Trainer 2 of 2

Qualifications:

Educated to degree level or with similar experience.

Desirable to hold a teaching or Learning & Development qualification.

Skills & Knowledge:

- Prior experience or knowledge of utilising learning and development to reduce stigma and contribute to social change.
- Experience of account management.
- Experience of utilising a CRM database to support relationship management.
- Good understanding of the principles of the License Conditions Code Practice (LCCP).
- Strong understanding and commitment to inclusivity in learning and development working creatively and sensitively to enable the voice of lived experience.

Essential Experience

- Proven experience of working in the gambling industry in a compliance, safer gambling or learning & development role.
- Excellent relationship management skills, with ability to motivate and inspire others
- Experience of achieving financial targets and keeping financial records
- Strong administration, time management and prioritising skills
- Excellent written communication skills
- Accuracy and attention to detail
- Ability to use Microsoft Office suite
- Demonstrable diplomacy and ability to work in confidence
- Good numerical skills



www.ygam.org

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