



Data Manager: X2

Candidate Application Pack

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, students and parents

to help young and vulnerable people YGAM develop and deliver training courses to professionals and volunteers who support young people at risk of gambling and gaming related harm.



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 assured 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 offer engaging digital content and a series of campaigns direct to students, supplemented by support and guidance to university staff, to increase understanding of gaming and gambling related harm and the support available.



Research: YGAM continue to work with specialists to research the attitudes, thinking and behaviours of young people towards gambling and gaming to inform its insight and work moving forward.



Parents: Following on from research and working alongside young people, parents and carers, YGAM has developed a parent hub. The hub offers information and support around gaming and gambling for parents and carers, alongside a range of tools and activities for the whole family to build their children's resilience and establish a healthy online/offline balance.

YGAM increases awareness of youth gambling and gaming as a public health issue with policy makers, educators, the 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.



Thank you so much for getting in touch about the roles we have available at YGAM.

We are looking for two Data Managers, to join our team. One Data Manager will work within the Education Team and the other will work across our other functions relating to YGAM Operations.

We are seeking 2 Data Managers to provide insight and reporting on performance and quality across our programmes. This will involve collaborating to develop data recording systems for the activities, running regular reports and working together with managers to communicate information to delivery teams. The Data Managers will work closely with Quality Assurance and the Programmes team with one post reporting in to QA and the other in to the Education team. sit in and work collaborative with colleagues in the Programmes Team.

The successful candidates must be self-starters who enjoy working within a busy team. You will have opportunities to find creative ways to communicate data and be part of a dedicated team. YGAM has seen a successful period of growth, making this an exciting time to join our dedicated team.

These posts are full time with a starting salary of £27,375 per annum (plus a London Weighting allowance of £2,800 if applicable), with the potential to rise based on performance.

To apply please email careers@ygam.org with a copy of your CV and a supporting statement of no more than two pages, outlining how you meet the Person Specification for the role. The closing date for completed applications is **noon on 12th February 2021**.

Successful applicants who make the shortlist will be asked to attend an interview, which is planned to take place on **Thursday, 18th February**. Please make sure you can attend this selection day before applying. YGAM are proud to be recognised as an Investors in People organisation, guaranteeing you a purposeful job with plenty of training and career opportunities.

Good luck with your application and thank you so much for your interest in our work. If you would like to arrange an informal conversation about this post please contact: Linda Scollins Smith (Head of National Education Programme.). linda@ygam.org or Caroline Gallagher (Head of Quality Assurance. carolinegallagher@ygam.org).



Kev Clelland
Operations Director



Linda Scollins-Smith
Head of National Gambling Education Programme

Job description:

Title: 1X Data Manager: Education. 1X Data Manager: YGAM Operations

Reports to: 1 Post to Head of QA and 1 Post to Head of National Education Programme.

Hours: Full-time / work from home

Salary: £27,375

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

We are currently in the process of reviewing our salary scales therefore, during the transition to the new scales, we are adopting a two-phase approach to awarding end of probationary period pay increases. All new YGAM employees are initially appointed at a salary £2,000 less than their expected point on the YGAM salary scale. On successful completion of their probationary period they will receive a salary increase of £1,200 (60% of £2,000), and in January 2022 they will receive the remaining increase of £800 (40% of £2,000) to bring them in line with their expected point on the new salary scale.

Job Purpose:

The successful applicants will support YGAM operations functions to ensure quality data is provided for our Programme teams and as part of our evaluation work. The 2 successful candidates will be responsible for all aspects of our CRM system, Salesforce, and will work with the teams to ensure accuracy and transparency. We are seeking two individuals with a proven track record of providing data, reports and maintaining quality data on CRM systems, compliant with all GDPR requirements.

Key Tasks:

- Design, develop and implement new and existing systems to track performance, quality, and effectiveness of YGAM projects. One post will focus exclusively on the Education Programme whilst the other will work with all programmes. (Safer Gambling, Mindful Resilience, University and Students Programme, Parent Programme).
- Maintain data systems, fix errors and other data-related problems, including the cleansing of data.
- Provide analysis of performance data for the projects and our partners to share with relevant parties.
- Work with YGAM partners and staff to achieve a consistent level of data reporting in a timely manner.
- Contribute to performance improvement planning from a data perspective.
- Identify trends and to interrogate data in respect of specific objectives of our workstreams.
- Produce reports and present Data in easily readable medium.
- Drive continuous improvement ethos to improve the quality of the data within the CRM.
- Take ownership and responsibility for changes to the CRM in supporting the needs of the business objectives.
- Advise senior management on relevant data management issues and risks.
- Ensure compliance with GDPR legislation and best practice.
- Support with website bookings through to Salesforce. (end to end customer journey).
- Analyse customer feedback and provide data for management.
- Work with partners to collate data for qualitative evaluation.

The Disclosure & Barring Service (DBC) – disclosure

This post is subject to a DBS disclosure that is of satisfaction to the Board of Trustees at YGAM. As a UK Registered Charity we promote equality of opportunity and welcome applications from all candidates. Criminal records will be considered for recruitment 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 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.

Person Specification:

Qualification(s):

- A relevant degree/level 5 qualification or demonstratable experience
- Professional IT qualification. (Desirable)

Essential Experience, Skills and Knowledge

- Experience of working with Salesforce CRM system, with proficient skills to ensure accuracy and quality of data.
- Significant experience of analysing complex data and producing reports, meeting deadlines
- Experience of database design and object relational mapping and performance tuning
- Experience of managing database (re)development projects from briefing, scoping, testing to delivery
- Excellent written and oral analysis and presentation skills, including the ability to convey complex ideas and data in a concise, actionable form
- Excellent knowledge and understanding of data security and GDPR compliance
- Understanding and skills/techniques to work with statistical information
- Experience and ability to produce data for reports including formal evaluation
- Experience of database design and object relational mapping and performance tuning
- Experience of managing database (re)development projects from briefing, scoping, testing to delivery
- Attention to detail and high standards of accuracy
- Ability to problem solve and use initiative
- Self starter with ability to work effectively both independently and as part of a team
- Ability to organise own workload, with minimum supervision

Desirable Experience, Skills and Knowledge

- Experience of Moodle (projects)



Young Gamers and Gamblers Education Trust,
71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ.

www.ygam.org | hello@ygam.org