



## Who are we?

Ygam is an award-winning charity whose vision is to ensure that every child and young person is resilient to, and safeguarded against, gaming and gambling harms. Our Mission is to prevent children and young people from experiencing gaming and gambling harms through awareness raising, education and research.

## Why choose Ygam?

We try to create a unique, engaging work environment where our employees believe in and live our values (Integrity, Empathy, Innovation, and Empowerment). With a fully remote working team, we embrace the diverse needs of our staff group, providing a supportive and enjoyable environment.

In return for your passion, dedication, and hard work you will be rewarded with the following:

- An incredibly generous holiday entitlement starting at 28 days, increasing to 29 and 30 days with 2- and 5-years' service (in addition to Bank Holidays).
- We also offer enhanced paid leave during our annual December shutdown.
- Fully supported home working environment, including home office equipment, and flexibility over hours worked.
- Competitive Family-friendly policies, including enhanced Maternity & Partner leave/pay.
- Life Assurance Scheme
- Up to 6% matched pension contribution.
- Employee Assistance Programme, inclusive of 24/7 GP appointments & telephone counselling.
- Simply Health Cash Plan, including Contribution to Dental, Optical, Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Podiatry and Reflexology costs.
- A broad suite of Continuous Personal Development (CPD) opportunities.

Ygam has received a Gold Investors in People Accreditation and are a recognised Investors in People employer. Ygam has also been awarded the Armed Forces Covenant and has signed the Menopause Workplace Pledge.

As part of our Disability Confident commitment, we offer a guaranteed interview scheme for candidates with a disability who meet all of the essential criteria for the role. If you have a disability, a learning difficulty such as dyslexia, or a medical condition which you believe may affect your performance during any aspect of our selection process, we'll be happy to make reasonable adjustments to enable you to perform at your best.

This is an exciting time at Ygam as we grow our reach and the impact of our work. We are looking for people to help us expand, develop, and excel.



## Job Description

Title	Content Writer: Training Resources
Reports to	TBC
Team	Programmes
Salary Scale	P3d - £31,800
Contract Type	Permanent
Hours	Full time – 37.5 hours per week
Location	Remote (home based) with occasional travel

### Main Role & Responsibilities:

The Content Writer: Training Resources will be responsible for creating high-quality educational resources, tailored for digital delivery, which focus on gaming and gambling awareness. They will conduct thorough research, as well as reviewing and updating existing resources, to ensure all learning materials are factual, engaging and relevant. This role will work collaboratively with subject matter experts and teams across Ygam, managing briefs and projects effectively to meet deadlines and expectations.

### Who we are looking for:

We are seeking a dedicated and creative Content Writer with a strong educational background to join our team. The ideal candidate will be instrumental in developing new digital educational materials and updating existing resources to enhance our educational outreach. This role is pivotal in ensuring our content is engaging, informative, and up-to-date, reflecting the latest trends and research in the fields of gaming and gambling. The role will suit a dynamic, collaborative individual who enjoys working with multiple stakeholders.

At Ygam, we are committed to safeguarding and protection of children and vulnerable people in our work. We will do everything possible to recruit only suitable people to work with children or vulnerable people.

Ygam is an equal opportunity employer. It is Ygam's approach that all employees have a working environment which promotes dignity and respect and where individual differences, and the contributions made are recognised and valued. We welcome the unique contributions that you can bring and encourage people from underrepresented backgrounds to apply to join our team, including people with lived experience of gaming and gambling harms, people with disabilities, people from minority ethnic groups, LGBTQ+ people, neurodiverse people and armed force veterans.

## **Role Requirements**

Duties will include but not be limited to:

- Develop and write high-quality educational resources tailored for digital delivery, focusing on gaming and gambling awareness.
- Conduct thorough research to create content that is factual, engaging, and suitable for our target audiences, including young people, parents and professionals.
- Regularly review and update existing resources, ensuring they remain relevant and effective, creating a cycle of review and development
- Collaborate with the programme's teams and subject matter experts to identify new content needs and educational strategies.
- Work closely with internal stakeholders in Ygam to develop content and resources for our website and social media channels.
- Utilise a variety of formats and platforms for resource development, including interactive digital tools, guides, and multimedia content.
- Maintain a consistent and accurate document for resource updates, tracking changes, and development progress.
- Ensure all resources align with Ygam's mission, values, and educational standards.
- Stay abreast of the latest developments in the fields of gaming, gambling, and education technology.
- Develop, lead, and coordinate Ygam Alumni, taking responsibility for the newsletters and all associated content.
- Provide support to the Programme Team on content delivery and use knowledge and skills to upskill team.

## **Person Specification**

### *Essential*

- A detailed understanding of youth services, family services and formal education and how to engage with them through educational materials/content.
- Proven experience in educational content development, particularly in digital formats.
- Strong research and writing skills, with the ability to convey complex topics in an accessible and engaging manner.
- Familiarity with gaming and gambling issues, and a passion for youth education and wellbeing.
- Excellent organisational and project management skills.
- A diplomatic individual with strong team working skills and experience of working within a matrix management environment.
- Ability to work independently and collaboratively (with internal and external stakeholders) in a fast-paced environment.
- Experience producing design briefs for content and resources.



- Proven knowledge and demonstrable commitment to safeguarding and promoting the welfare of young people.
- Outstanding verbal and written communication skills.
- Strong relationship management skills and the ability to communicate and collaborate with varied internal and external stakeholders and suppliers.
- Competent and confident user of IT and Microsoft applications (Microsoft Teams, Word, Excel and PowerPoint especially).
- Ability to work in a highly organised manner with a keen eye for absolute detail.
- Ability to work autonomously with self-administrating experience.
- Demonstratable experience of initiating and driving projects to achieve agreed outcomes.

#### *Desirable*

- Proficiency in digital content creation tools and platforms.
- Experience of developing eLearning.
- Experience of using animation tools to create engaging content.
- Clear passion for Ygam's cause and the desire to work successfully as part of a high performing team driving growth.

## Key Core Competencies

### DRIVE

Authentic – Team Leader/Subject Matter Expert

- Proactively seeks feedback in areas where lacking appropriate expertise, and helps others to identify the limits of their capabilities.
- Has the courage to stand by actions and decisions.

Authentic – Functional Lead

- Enhances the brand.

Passionate – Team Leader/Subject Matter Expert

- Remains composed in the light of adversity.
- Encourages the team to proactively initiate activities.

Knowledgeable – Team Leader/Subject Matter Expert

- Recognised for their specialist knowledge.
- Ensures that the work of others is completed to a high standard.

Knowledgeable – Functional Lead

- Draws upon own wide knowledge and experience to provide insight, advice and opinions on complex issues.

### INSIGHT

Business Aware – Team Leader/Subject Matter Expert

- Identifies and adopts best practices from other organisations and the external environment.

Innovative – Individual Contributor

- Looks for alternative perspectives and generates new ideas.

Innovative – Team Leader/Subject Matter Expert

- Anticipates and proactively drives change.

### PEOPLE

Impactful – Team Leader/Subject Matter Expert

- Develops an influencing plan that uses a variety of approaches tailored to different audiences.
- Builds support for ideas.

Impactful – Functional Lead

- Develops specific influencing strategies targeted towards different individuals, groups or parties.

Collaborative – Team Leader/Subject Matter Expert

- Empathises with others' perspectives to facilitate successful teamworking.
- Instigates collaborative activities to improve relationships and organisational performance.
- Engages in difficult conversations where necessary.

Collaborative – Functional Lead

- Drives forward initiatives that promote information sharing and cross-functional working.

Connected – Team Leader/Subject Matter Expert

- Uses feedback to inform business plans, projects and priorities.

