

We are HIRING!

Membership Manager

Up to £42,000 per year

37.5 hours per week

Fixed-term until 31 March 2028

Possible extension subject to funding

GamLEARN

Recovery through lived experience

Registered charity no. 1195032

A growing community. Practical support. Lasting change.

The Gambling Lived Experience and Recovery Network (GamLEARN) is a grassroots charity with a UK-wide reach, supporting and empowering people affected by gambling-related harm, including individuals in recovery, families and impacted others.

Founded in July 2021 we have grown to a network of more than 500 members across the UK. Lived experience shapes our work, with members helping to guide our values, services and priorities.

Support that helps people move forward

We provide peer and recovery support, family support, education, training and accredited workshops. Our services are free to access for people in recovery, their families and impacted others. With our team and members based across the UK and working primarily remotely, we help people connect wherever they live.

Turning insight into wider change

We work with the wider community and engage with MPs, policymakers, barristers, criminal justice professionals, researchers, health professionals and treatment providers to improve understanding of gambling-related harm and its consequences.

By bringing our members' perspectives and learning from our services into these conversations, we seek to influence policy, practice and system change, so that the people most affected help shape better responses.

Our purpose

We promote good health and recovery for people with gambling addictions and their families through public education about the risks of gambling addiction and treatment for those affected. We are a non-judgmental community, working together to help people rebuild their lives.

Our objectives

- Connect members through a Lived Experience and Recovery Network: the “LEARN” in our name.
- Support personal and professional development through structured learning, training and workshops.
- Collaborate with others so that members' perspectives are heard, respected and inform change.
- Keep members' safety and wellbeing at the centre of our work.



How we put this into practice

- **Connection:** weekly online meet-ups, drop-ins, events, newsletters and blogs, videos and stories.
- **Support:** individual and peer support, criminal justice navigation and links to legal experts, alongside support for families and impacted others.
- **Learning:** accredited training for members and service providers, including Addiction by Design, plus opportunities to develop facilitation skills and qualifications.
- **Research:** meaningful, supported involvement in research that draws on members' knowledge and experience.

Grow our impact. Develop the service. Build your future.

GamLEARN is entering an exciting period of growth and development. The introduction of the statutory gambling levy marks a significant new chapter for the sector and creates opportunities to strengthen the support available to people affected by gambling-related harm.

Introduced in April 2025, the levy provides ringfenced funding for research, prevention and treatment across Great Britain. GamLEARN obtained levy funding in September 2026. This changing landscape brings a renewed focus on effective services, collaboration and better outcomes for individuals, families and communities.

You will join a committed team where reflection, supervision and learning support safe, inclusive membership and meaningful participation.

Levy information: [Department for Culture, Media and Sport, Statutory gambling levy](#).



Role purpose

As Membership Manager, you will grow and sustain GamLEARN's national lived-experience membership. You will help people affected by gambling-related harm access safe connections, stay engaged and progress into learning, participation and leadership opportunities.

Key responsibilities of the role

Membership recruitment, onboarding and retention. Lead national membership development, welcoming people impacted by gambling-related harm and supporting their ongoing engagement with GamLEARN.

Referral pathways. Manage referrals from statutory services, voluntary and community organisations and individuals. Work with the CJS Peer Support Manager and the CJS Family Support Manager to support timely first contact, take-up and continued engagement.

Peer connection. Coordinate structured online, hybrid and in-person peer connection spaces, working with lived-experience peer supporters, the CJS team and the Head of Operations to support safe, sustained participation.

Member development and progression. Lead supported pathways from membership participation into delivery, training and paid or unpaid work, alongside the Training Manager and Head of Operations.

Representation and leadership. Support members to progress into representative, advisory and leadership roles, working with the Policy & Insight Officer.

Referral quality. Contribute to referral quality monitoring by sharing information on referral suitability, engagement following referral and gaps in access with the Policy & Insight Manager.

Family access and coordination. Support the CJS Family Support Manager in providing safe, confidential access routes into support for families and impacted others.

Inclusive membership and equitable access. Ensure membership is welcoming, accessible and inclusive of people from all backgrounds. Proactively engage underrepresented communities and people facing barriers to support, so everyone has a fair opportunity to connect, participate and benefit.

Communications and outreach. Work with the Communications Manager on newsletters, targeted outreach and campaigns that strengthen membership engagement and awareness of support.

Supervision and wellbeing. Contribute to ongoing supervision, reflective practice and wellbeing support for members and facilitators, under the Head of Operations' safeguarding leadership.

Safe participation. Help prepare, brief and support members before participation in policy, research, consultations, media and professional learning opportunities, and contribute to debriefing and support afterwards.

Partnerships and learning. Contribute to relationships with voluntary, statutory, public health and research partners, sharing learning to improve access and the quality of lived-experience involvement.



Essential skills and experience

- Personal lived experience of gambling-related harm, either through your own gambling or as an impacted other, such as a family member, partner or someone close to a person impacted by gambling harm.
- Experience engaging and supporting members, volunteers or communities through paid work, volunteering or community involvement.
- Strong communication and relationship-building skills, including the ability to listen sensitively and build trust with people from different backgrounds.
- Ability to coordinate member recruitment, onboarding and ongoing engagement.
- Experience organising or facilitating groups, meetings or community activities.
- Ability to support people sensitively, respecting individual circumstances, wellbeing and readiness to participate.
- Understanding of safeguarding, confidentiality and professional boundaries when supporting members and handling sensitive information.

Desirable skills and experience

- Experience in a membership organisation, charity, peer-support service or lived-experience network.
- Experience developing referral relationships with voluntary, community or statutory services.
- Experience of using a membership database or CRM to monitor engagement.
- Experience of online community moderation, accessible or hybrid events, gathering member feedback, supporting wellbeing in groups, or line management and supervision.

How we work together

Alongside the responsibilities on the following pages, all staff are expected to:

- Use relevant lived experience safely and appropriately within their role.
- Treat members, colleagues and partners with dignity and respect, and promote inclusive, accessible practice.
- Work collaboratively across GamLEARN and follow its policies, including safeguarding, data protection, equality and diversity, and health and safety.
- Maintain professional boundaries and refer or escalate needs beyond their role or competence.
- Keep accurate, timely and secure records using approved systems.
- Complete mandatory induction and training in safeguarding, equality and diversity, data protection and confidentiality, alongside role-specific training.
- Undertake other reasonable duties consistent with the purpose and level of the role. This role requires the appropriate DBS check.



Join GamLEARN

Salary, hours and benefits

- **Salary:** up to £42,000 per year.
- **Contract:** fixed-term until 31 March 2028, when the current levy funding ends, with a possible extension subject to funding.
- **Hours:** 37.5 hours per week.
- **Annual leave:** 25 days per year, plus bank holidays.
- **Birthday:** Day off.
- **Pension:** access to employer pension scheme.
- **Sick pay:** four weeks of discretionary company sick pay.
- **Wellbeing:** staff have access to free counselling support and online GP service.

How to apply

Please submit your **up-to-date CV and max 2 side A4 covering letter**. Tell us why you would like to join GamLEARN and how your experience meets the essential criteria for this role.

Relevant lived experience, either directly or as an impacted other, is an essential requirement. We value the insight it brings and its safe, constructive use in supporting others.

Key dates

Application closing date: 22 October 2026

Interview week commencing: 02 November 2026

Due to the anticipated volume of applications, we are unable to provide individual feedback.

Bring your experience, ideas and commitment to a team helping people rebuild their lives.

