

We are HIRING!

Policy & Insight Officer

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

Build partnerships and share learning. Lead engagement with voluntary and community organisations, statutory services, public health bodies, researchers and prevention networks to strengthen shared understanding and responses to gambling harm.

Key responsibilities of the role

Lead policy engagement and influence. Coordinate supported lived-experience contributions to consultations, advisory groups and prevention forums. Represent GamLEARN at conferences and sector events, working with Communications colleagues on shared media activity.

Produce and share actionable insight. Translate learning from membership, delivery, training and research into briefings, evidence notes and learning summaries that inform policy, practice, training and commissioning.

Coordinate supported lived-experience participation. Develop participation opportunities in policy, research and professional spaces. Contribute to preparation, briefing and debriefing, working with Operations as Safeguarding Lead and the Membership Manager.

Build policy, research and learning partnerships. Engage with voluntary and community organisations, statutory services, public health bodies and prevention networks to share learning and improve responses to gambling harm.

Coordinate lived-experience research contributions. Work with the Research Coordinator and research partners to contribute lived-experience insight to an independent evidence base for prevention.

Lead monitoring, evaluation and learning. Implement the framework with the external evaluation partner, establish reporting cycles and produce quarterly learning reports.

Monitor referral quality and access gaps. Analyse referral appropriateness, engagement following referral and gaps by community, locality or sector. Feed findings back to Membership and training colleagues to inform improvements.

Lead member system-literacy briefings. Deliver accessible sessions on justice, finance, the Proceeds of Crime Act, media, regulation and sentencing, with contributions from the Training Manager.

Lead the co-production of shared learning resources. Develop training materials and briefings with the Training Manager and partner organisations, and contribute policy expertise to training on ethical lived-experience involvement.

Contribute to data and reporting systems. Support Operations and the evaluation partner to develop CRM information capture, feedback processes and reporting for reliable insight and learning.

Support inclusive participation and progression. Contribute to membership engagement with underserved groups and support the Membership Manager in developing routes into representative, advisory and leadership roles.



Safeguarding and professional boundaries. Uphold safeguarding as a core responsibility, prioritising the safety and wellbeing of everyone who accesses or contributes to GamLEARN's services. Maintain clear professional boundaries and handle confidential information sensitively, sharing it only through appropriate channels in line with organisational policies and procedures. Recognise, accurately record and promptly report concerns to the designated Safeguarding Lead, following agreed escalation procedures.

Essential skills and experience

- Lived experience of gambling-related harm, directly or as an impacted other, and the ability to use this insight safely and constructively to support others and lead a service.
- An understanding of criminal law and criminal justice procedures.
- Experience managing a support service or programme and supervising staff or peer supporters, including workload allocation and performance development.
- The ability to offer compassionate, non-judgmental support and an understanding of lived-experience-led practice.
- Strong written, verbal and interpersonal communication skills, including accurate case recording and clear reporting.
- The ability to build partnerships, coordinate referrals and work effectively with colleagues and external professionals.
- Strong planning and organisational skills, sound judgement and the ability to prioritise competing demands.

Desirable skills and experience

- Experience working with legal professionals, probation, courts or prisons.
- Experience contributing to funding applications, research or service evaluation.
- Experience facilitating peer groups or contributing to professional training.
- Experience using CRMs



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

An **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

