



# Head of Support Services

Job application pack

# A warm welcome to Betknowmore UK

Thank you for expressing an interest in this opportunity we have available at Betknowmore UK. This is an exciting time to join the gambling support sector; we are at the forefront of providing new and innovative services, supporting gamblers, affected others and organisations in different communities and sectors.

## Consider joining our charity as our Head of Support Services

Since establishing as a social enterprise in 2013, Betknowmore UK has provided a range of award-winning support and training services, designed to address issues of gambling harm.

Our organisation has lived experience of gambling addiction and recovery at its core, and all services are co-produced with the voice of Experts by Experience merging with evidence-based approaches.

In late 2020, we made a significant change to our organisational structure, and transitioned to a registered charity. We are continuing to build and strengthen the organisation, increasing capacity, reaching more individuals in need.

We are seeking an experienced Head of Support Services with a proven track record of delivery, who will work with the Director of Support Services to create a positive, supportive culture of personal growth, underpinned by a holistic and empowering health and wellbeing approach.

Supported by the trustees, the CEO, staff and service users, the postholder will be a leader and will provide a constant stimulus for self-improvement in a learning, supportive and diverse environment.

Providing management and support of our already established programmes (GOALS, New Beginnings and Peer Aid), there will also be the need to develop opportunities for bespoke projects.

The postholder will work across Betknowmore UK charity services and with stakeholders across multiple sectors.

The role is based in our London office, with hybrid working when possible, therefore we are seeking a candidate from London or the South East.

This is a full-time post offering a salary up to £45,000 per annum, depending on experience and qualifications.

Benefits include pension, healthcare and other professional and personal development support.

This is a permanent appointment, subject to the successful completion of a six-month performance review.

To apply please send your CV with a cover letter to [recruitment@betknowmoreuk.org](mailto:recruitment@betknowmoreuk.org) outlining your suitability and reasons for applying for the role, with particular reference to how you meet the person specification.

To find out more about this role, a Q&A webinar will be held at 7pm on Wednesday 31 July. Please register your interest [here](#).

The closing date for this role is **5pm on Sunday 11 August 2024** but interviews may be scheduled on a rolling basis.

Yours faithfully,



*Frankie Graham*

Frankie Graham  
Founder & CEO, Betknowmore UK

# Introducing Betknowmore UK

## About us

Established in December 2013, Betknowmore UK's mission is to address gambling related harm in UK communities. Betknowmore is a leading provider of gambling support and training services. We provide award-winning services which embrace the insight and knowledge of 'Experts by Experience' combined with evidence-based approaches. At our core is the 'lived experience' of gambling dependency and recovery, from the Founder to the support team to the Management Board.



We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



We **work nationally**, within partnerships, sharing our learning and experience to support new and exciting work across the UK



We **work independently**, staying true to our mission and values, working occasionally in a shared space with different stakeholders and remain open to scrutiny and review

### 2014

First gambling support community addressing gambling related harm and complex co-morbidities. Including accredited outreach support and mentoring programme.

### 2017

'Don't Gamble with Health' project. First rapid support service to licensed betting shop customers. Winner of Royal Society of Public Health 'Health on the High Street' award 2018.

### 2020 (continued)

Peer Aid launched. The first peer support service to integrate with the National Gambling Treatment Service.

### 2016

London representative as winner of Big Lottery's People's Postcode Lottery.

### 2020

Multiple training programmes launch, addressing suicide first aid, workplace gambling and clinician training.

# Moving forward

Betknowmore UK is an ambitious, young charity. We seek sustainable growth, achieved through evolving strategic planning and learning, diversity of income streams and strong partnerships with organisations with shared values.

## Our Vision

We want people to be empowered, to live the life they want to lead.

## Our Mission

We aim to achieve our Vision by making it our Mission to:

‘Provide support and training services that prevent and address personal and societal harms caused by gambling.’

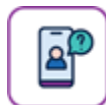
## Our values



We believe in **providing support** to empower and build hope



We believe in recognising & understanding **diverse & under-represented communities**



We believe in creating connections through **lived experience**



We believe in carrying out our activities with **honesty and integrity**

# Moving forward

## Our strategic objectives

- Improve the health and wellbeing of those affected by gambling harms
- Increase access to appropriate support and treatment
- Increase awareness of gambling harms in diverse communities
- Strengthen the impact made by Experts by Experience

## Strategic enablers

- Recognition of gambling as a Public Health issue
- Emergence and strengthening of health and wellbeing agenda
- Digital transformation of personal, social and community connections
- Sustained shift to homeworking, geographically dispersed workforces and isolated working
- Widening network of friends and collaborators in lived experience community and gambling spaces
- Developing a trading entity to host training and consultancy programmes to meet our mission in other environments and generate income for the charity

## National Strategy to Reduce Gambling Harms

Our work supports and is aligned to the National Strategy to Reduce Gambling Harms, as overseen by the Gambling Commission.

More details are available [here](#).

GAMBLING  
COMMISSION

## National Gambling Support Network

The National Gambling Support Network (NGSN) is a group of organisations across Great Britain who provide free, confidential and personalised support for anyone who is experiencing problems from gambling, as well as those affected by someone else's gambling.

More details are available [here](#).



## RET donation system

As a charity working within the gambling space, income is also derived via the sector's Research, Education, Treatment (RET) donation system and is subject to our Ethical Income policy.

More details are available [here](#).

# Job Role

## Role Specifics

<b>Location:</b>	Based in our London office with flexible, hybrid working arrangements where possible.
<b>Line manager:</b>	Director of Support Services
<b>Hours:</b>	Full-time, equivalent to 35 hours per week
<b>Salary:</b>	Up to £45,000 depending on skills and experience Pension and generous paid annual leave, staff benefits
<b>Probation period:</b>	6 months
<b>Closing date:</b>	5pm on Sunday 11 August 2024 To find out more about this role, a Q&A webinar will be held on Wednesday 31st July at 7pm. Please register your interest <a href="#">here</a>
<b>Interview date:</b>	Rolling basis via Zoom / Teams or in-person

## Role Purpose

The Head of Support Services will work with the Director of Support Services to create a positive, supportive culture of personal growth, underpinned by a holistic and empowering health and wellbeing approach.

Supported by the trustees, the CEO, staff and service users, the postholder will be a leader and will provide a constant stimulus for self-improvement in a learning, supportive and diverse environment. A candidate with a proven track record of delivery, they will provide high level and efficient management of Betknowmore UK support and community programmes, including all three primary services, GOALS, New Beginnings and Peer Aid, as well as bespoke projects which include the development of Hubs within key London Boroughs and creating digital activities.

The postholder will work to ensure impactful service provision and outcomes; recruit, train and supervise a team of staff/mentors/volunteers to deliver support and community activities; and oversee service integration and collaboration with the National Gambling Support Network (NGSN) partners and other key stakeholders.

A key aspect of the role will be to work closely with people presenting with gambling-harm issues and/or people impacted by someone else's gambling. The Head of Support Services will oversee sustainable recovery interventions which may include structured psycho-social 1:1 and group activities, counselling and therapy, peer and mentoring support, with services co-produced by clinicians and health professionals, and insight and knowledge from experts by experience.

The candidate should demonstrate previous experience of management and oversight of similar programmes of work, within mental health, addiction or community NHS or voluntary sectors.

Experience of gambling support and treatment and/or harm minimisation programmes is desirable, but not essential.

Working with other members of the Senior Management Team, they will input into the management of the charity, as well as supporting grant, contract and tender submissions, operational management, governance, performance and contract monitoring and outcome reporting. This will include financial planning and budgeting.

Adherence to health and safety, and equal opportunities and diversity policies is expected at all times.

# Person specification

## Key responsibilities and accountabilities

### Development and Delivery

- Manage the strategic and operational performance of services to agreed standards and targets with the Director of Support Services and CEO.
- Provide management oversight to service teams and ensure the activities they are leading on are delivered to set quality and outcomes, that they are safe and operate in positive environments, and adequately supervised, monitored, audited and reviewed.
- Provide management oversight to the charity's portfolio of programmes and projects, including those within the National Gambling Support Network (NGSN)
- Ensure strategic & performance coverage of all areas of service delivery outlined in the services' SLAs.
- Review service delivery and implement necessary changes, to ensure high quality service, reflecting best practice and clear impact for all service users.
- Conduct regular supervision with staff and service users about service effectiveness and maximise client involvement in service design and development.

### Monitoring and Evaluation

- Produce a monthly service review, linked to the charity's strategy and business plan.
- Manage monitoring and evaluation framework and oversee CMS/CRM systems.
- Liaise with external support networks, such as universities and research organisations, to aid data management requirements.

### Line Management

- Ensure staff are recruited, supervised and developed in accordance with Betknowmore UK systems and processes, in particular annual planning and review and objective setting.
- Support the provision of staff training to the highest standard and in accordance with Betknowmore quality assurance standards
- Provide HR support and on-going staff line management.
- Liaise with Clinical Supervisor to ensure staff have adequate support and resources.
- Contribute to the development of services knowledge and practice, by keeping up to date with current research and practice and ensuring that the clinical and support approach of the teams reflects such current information as appropriate.

# Person specification

## Partnerships Building and Collaboration

- Develop our operational and strategic relationship with external partners and stakeholders to maximise the success and impact of Betknowmore UK services.
- Co-ordinate Betknowmore UK contribution to service-related networks ensuring attendance at relevant operational and strategic meetings and provide feedback and sharing of information.
- Represent the organisation at events, webinars and other meetings to inform service development and promote best practice in service delivery.

## Financial Management

- Oversee budgets and expenditure related to the services and help meet targets.
- Provide oversight to petty cash and day to day expenses.
- Assist with other fundraising associated with service development as agreed with Senior Management Team.

## Health and Safety Responsibilities

- Ensure the safety and wellbeing of staff, clients and other beneficiaries is intact.
- Oversee Betknowmore UK premises and risk assess external sites, ensuring all working environments work correctly to policies and procedures.
- Ensure that Betknowmore UK Diversity and Equality policies are upheld.

## General

- Attend regular supervision sessions with the Director of Support Services.
- To operate with clear professional & confidentiality boundaries to work within the organisations code of conduct.
- To carry out other duties commensurate with the post.

## The Disclosure & Barring Service (DBS) - Disclosure

Betknowmore UK aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Betknowmore UK welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant. As Betknowmore UK meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. 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.



# Person specification

## Qualifications or Relevant Experience

- Educated to degree level or equivalent
- Evidence of Continued Professional Development relevant to the role purpose and level
- Two years minimum experience in a similar role

## Essential Knowledge & Skills

- Knowledge of mental health or drug, alcohol or gambling support and recovery services
- Ability to manage complex support and training services
- Experience of establishing a positive recovery culture, aiding sustainable behavioural change
- Experience of working with complex addiction and/or high support needs service users (group and 1:1 work)
- Experience of safeguarding lead and procedures
- Demonstrable track record of achieving successful outcomes and performance indicators at management level in a comparable national/ international organisation
- Good understanding of IT applications and database
- Commitment to continuous learning and development
- Experience of multi-agency working and maintaining positive relationships
- Ability to work with service users with multiple needs across diverse/emerging communities.
- Experience in helping people to acquire life-skills including budgeting, healthy life choices, employment/education advice
- Commitment to the charity's principles and willingness to work within policies and guidelines
- Be able to organise and prioritise your work working as part of a team or by yourself
- An understanding of the principles of user involvement
- Good verbal and written communication skills
- Ability to keep accurate records

## Desirable Skills

- Experience of working within NHS settings



W: [www.betknowmoreuk.org](http://www.betknowmoreuk.org) | T: 0800 066 4827 | E: [info@betknowmoreuk.org](mailto:info@betknowmoreuk.org)

Betknowmore UK, 200A Pentonville Rd, London, N1 9JP

©Copyright 2024 Betknowmore UK. All Rights Reserved. Betknowmore UK is a company limited by guarantee. Registered in England and Wales No: 8822099. Registered Charity Number 1190760.

