



# Project Co-ordinator

Job application pack

# A warm welcome to Betknowmore UK

Thank you for expressing an interest in a new opportunity we have available at Betknowmore UK. This is a really 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 a Project Co-ordinator

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, all services are co-produced with the voice of Experts by Experience merging with evidence-based approaches.

We are delighted to announce the launch of our latest project 'Your Voice Matters' and our new partnership with The Faiths Forum for London, to raise awareness, provide support, and education for London's black community about gambling harm.

We are seeking an experienced Project Coordinator to join our team and bring 'Your Voice Matters' to life! Working closely with Betknowmore UK colleagues, you will play a pivotal role in nurturing relationships within the Black community, organising focus groups, and collaborating with local organisations to maximise the project's reach and impact over the next two years.

We seek to promote diversity and inclusion in our recruitment process, recognising the significance of authentic representation in effectively serving our communities. Therefore, candidates from the Black African and Black Caribbean communities are strongly encouraged to apply, as we are committed to building a team that reflects the diversity of those we aim to support.

This protected characteristic qualifies as an occupational requirement within this role, permitted under Schedule 9, part 1 of the Equality Act 2010.

This position is primarily home-based, with regular travel across Greater London as required. The role is full-time, offering a competitive salary between £33,000 - £35,000 per annum, dependent on experience. Additional benefits include a pension scheme and generous work/life balance. This is a fixed-term appointment for a period of two years, subject to satisfactory role performance.

To apply, please email:

[recruitment@betknowmoreuk.org](mailto:recruitment@betknowmoreuk.org)

with your CV and covering letter.

Only full applications will be considered.

The closing date is **7<sup>th</sup> June 2024**, with interviews scheduled from **17<sup>th</sup> June 2024**.

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.



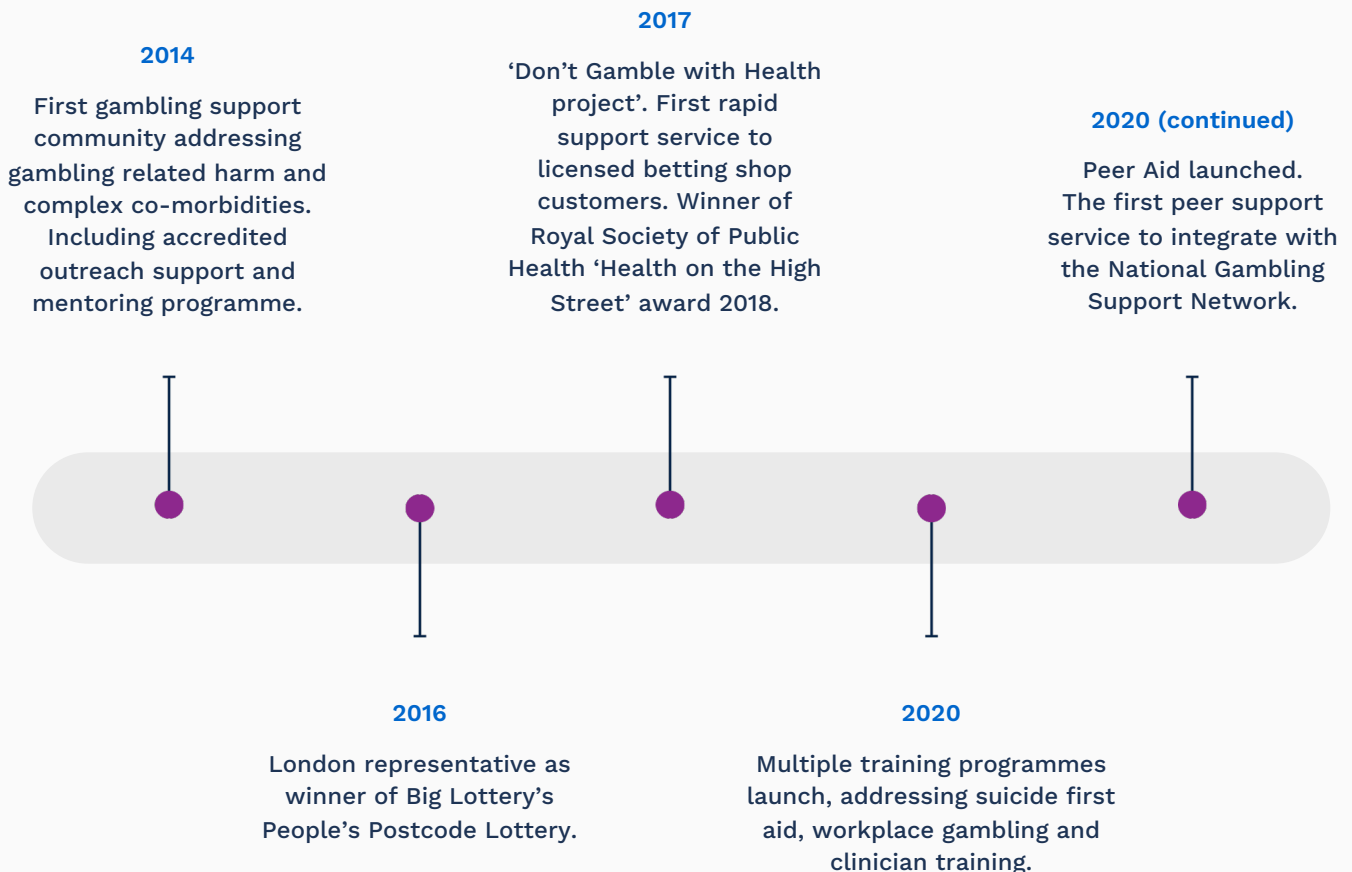
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



# 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**

# Job Role

## Role Specifics

<b>Location:</b>	London/Hybrid
<b>Line manager:</b>	Leanne Downie – Director of Support Services
<b>Hours:</b>	Full-time (35 hours per week)
<b>Salary:</b>	Between £33,000 - £35,000 depending on experience
<b>Probation period:</b>	6 months
<b>Closing date:</b>	Friday 7 <sup>th</sup> June 2024
<b>Interview date:</b>	W/C 17 <sup>th</sup> June 2024 via Zoom

## Role Purpose

Betknowmore UK is proud to introduce 'Your Voice Matters,' our latest project aimed at addressing the unique challenges of gambling harms within London's Black community. With a focus on removing barriers and reducing stigma surrounding seeking support, our strategy empowers individuals, communities, and faith leaders.

We are looking for an experienced Project Coordinator to join our team and lead the implementation of 'Your Voice Matters.' Collaborating closely with our Director of Support Services and fellow Betknowmore colleagues, you will oversee the delivery of workshops, facilitate focus groups, and participate in community engagement events. Supported by our partnership with The Faiths Forum for London, you will play a pivotal role in fostering relationships within the Black community to maximize the project's impact over the next two years.

# Job Role

As a growing charity with ambitious goals, you will be instrumental in working towards the following objectives:

- Enhancing awareness of gambling risks and signs of harm among women and minority communities
- Strengthening the knowledge and skills of external professionals, staff, and volunteers in understanding gambling harm and available support services
- Mitigating the stigma associated with gambling harm among women and minority communities
- Building confidence among women and minority communities to engage with gambling harm support services
- Creating opportunities for women and minority communities to contribute to the design and delivery of services tailored to their cultural and social preferences

If you are passionate about making a difference and driving positive change within communities, we would like to hear from you.

# Job Role

## Primary Objectives

- To cultivate a deep understanding of the distinctive challenges relating to gambling harm within the Black community. You will prioritise stakeholder engagement and be adept at facilitating community workshops, crucial components of the role
- Deliver essential education on the potential impact of gambling and associated harms
- A key aspect of the role will be stakeholder and collaboration management. Betknowmore UK works with partner organisations to ensure the very best standard of care for our clients, and we expect the postholder to demonstrate excellent customer service standards
- Strategically support outcomes to reduce overall inequalities in gambling harms, with a particular focus on Black communities, including women and affected others

This position is primarily home-based, with regular travel across Greater London as required. The role is full-time, offering a competitive salary between £33,000 - £35,000 per annum, dependent on experience and qualifications. Additional benefits include a pension scheme and generous work/life balance. This is a fixed-term appointment for a period of two years, subject to satisfactory role performance.

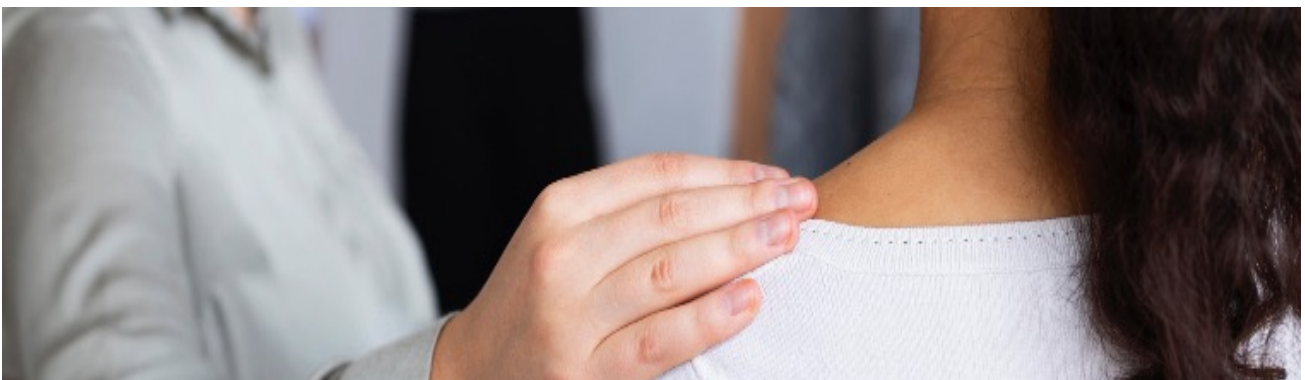
**Betknowmore UK - Empowering Communities, Transforming Lives.**

# Role Specification

## Key responsibilities and accountabilities

### Development and delivery

- Lead key functions of the 'Your Voice Matters' programme
- Work alongside our community outreach team to collaborate and bring the project to fruition
- Help to produce a quarterly service review, linked to the organisation's strategy and business plan
- Support regular reviews of the programme and implement necessary changes, to ensure high quality project, reflecting best practice and clear impact for all involved
- Maintain a safe, comfortable and purposeful environment regardless of location
- Be able to deliver community outreach and work in different environments to do so
- Work with stakeholders and/or other agencies to identify needs and provide support to meet those needs
- Monitor engagement sessions, focus groups, workshops, in person/remotely and via email and telephone
- Work in collaboration with our Head of Research and Evaluation to effectively monitor and report back findings to internal/external stakeholders
- Gather & record feedback and process onto database
- Maintain and develop existing and new partnerships and business relationships
- Develop ideas and activities to enhance the programme and build interest
- Deliver workshops, presentations and attend community events
- Work constructively as part of a diverse team to deliver individual and community-based services
- Support with budgets and expenditure management related to the projects and help meet targets





# Role Specification

## Health and safety responsibilities

- Assist with the day to day running of the programme, ensuring the safety of all involved
- Ensure that health and safety, diversity and equality policies are upheld

## General

- Follow Betknowmore UK policies and procedures at all times
- Provide support to other Betknowmore UK charity services as required
- Attend regular supervision sessions with the Director of Support Services
- To operate with clear professional and confidentiality boundaries and work within the organisation's code of conduct
- Represent Betknowmore UK in a professional and appropriate manner



# Person Specification

We seek to promote diversity and inclusion in our recruitment process, recognising the significance of authentic representation in effectively serving our communities. Therefore, candidates from the Black African and Black Caribbean communities are strongly encouraged to apply, as we are committed to building a team that reflects the diversity of those we aim to support.

This protected characteristic qualifies as an occupational requirement within this role, permitted under Schedule 9, part 1 of the Equality Act 2010.

## **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

## Essential Skills & Knowledge

- An understanding of the role of lived experience in addiction recovery
- An appreciation and commitment to inclusivity and strengthening the voice of lived experience to help reduce stigma and contribute to social change
- Knowledge of charity governance, safeguarding and compliance requirements
- Strong administrative and organisational skills
- Experience of working with confidential and sensitive data and following best practices when handling this type of data
- Excellent communication skills, both written and oral, with the ability to communicate effectively with people at different levels
- Strong attention to detail and time management skills
- A willingness and capability to allocate sufficient time, on a flexible basis, to carry out effectively the duties and responsibilities of the post
- Ability to work positively in a team
- Ability to work independently, prioritise, plan and manage own workload
- Understanding of using an Apple Mac and relevant software e.g. Excel, Word
- Empathy with the Charity's aims and objectives

## Desirable Skills

- Knowledge of gambling and related issues



W: [www.betknowmore.org](http://www.betknowmore.org) | E: [recruitment@betknowmoreuk.org](mailto:recruitment@betknowmoreuk.org)

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