



GOALS Service Manager

Job application pack

A warm welcome to Betknowmore UK

Thank you for expressing an interest in this new 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 GOALS Service Manager.

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.

In late 2020, we made a significant change to our organisational structure, and transition to a registered charity. We are ready to begin building and strengthening the organisation, increasing capacity, reaching more individuals in need.

Our Gambling Outreach And Living Support service (GOALS) is our community-based support service that provides bespoke and holistic 1:1 and group support to individuals and affected others impacted by gambling harms.

We are looking for someone to manage the GOALS service day-to-day activities, and maintain high standards of performance across the team, while also implementing key strategic initiatives to enhance the GOALS service impact and profile.

The postholder will work alongside the Head of Support Services to oversee the smooth operation of the GOALS service.

This position is a blend home working and in person meetings and events as required, it is a full-time post offering a salary between £38-40K per annum, depending on experience and qualifications.

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

Benefits include pension, healthcare and other personal development support

To apply, please email you CV and a cover letter outlining how you meet the role specification to recruitment@betknowmoreuk.org

The closing date is 5pm Sunday March 2nd, 2025, however, interviews may be scheduled on a rolling basis.

Yours faithfully,



Frankie Graham

Frankie Graham
Founder & CEO, Betknowmore UK

Introducing Betknowmore UK

About us

in UK communities. Betknowmore is a leading provider of gambling support and training services. We provide award-winning gambling dependency and recovery, from the Founder to the support team to the Management Board.



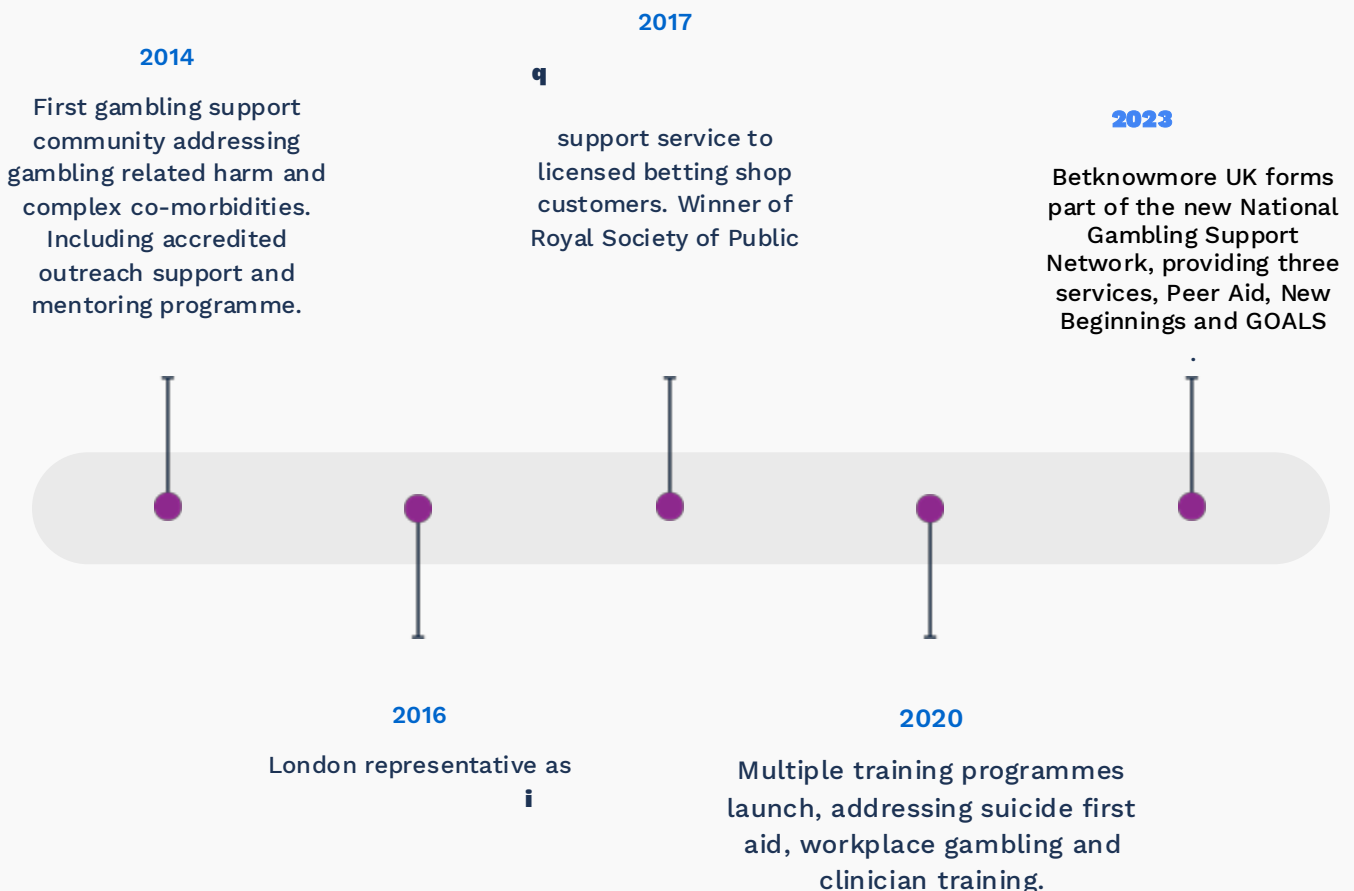
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



Lived Experience - Jean's Story

Peer Support was so important to my recovery, it helped me to connect with my family and build trust again, I started to volunteer at the church in my local community, I just wanted to help. It was the path that has led to a new purpose in life.

'Today, I am so proud to be part of the Peer Aid team, we have all recovered from the most difficult life challenges caused by gambling addiction. We are determined to use our collective 'lived experience'

'My advice would be to talk to someone, there are people willing and able to help, there is no shame

“

My life became unbearable, I was addicted and couldn't stop, it took me and my family to a very dark place.

Jean Patterson
Peer Aid Co-Ordinator



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:

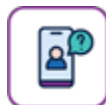
Our values



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**

Role Specifics

| | |
|--------------------------|--|
| Location: | Hybrid London/remote (with occasional UK travel) |
| Line manager: | Head of Support Services |
| Hours: | Full-time 35hrs per week |
| Salary: | Between £38-40k depending on skills and experience |
| Probation period: | 6 months |
| Closing date: | 5pm Sunday March 2nd, 2025 |
| Interview date: | Interviews will be held on a rolling basis |

Role Overview

We are looking for an experienced and dynamic GOALS Service Manager to manage and expand our outreach efforts. The Service Manager will be responsible for leading a team to deliver Betknowmore UK's Community Outreach services, engaging with local communities, and supporting individuals impacted by gambling harms.

operations, and delivery, ensuring that services are accessible, effective, and meet the needs of diverse communities.

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 20131198. 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.

Role Specification

Key responsibilities and accountabilities

1. Leadership and Team Management:

- Lead and manage the GOALS team, ensuring they have the resources, support, and training to effectively deliver services.
- Provide regular supervision, mentoring, and performance feedback to outreach staff.
- Design and implement training plans to enhance team capabilities and leadership potential.
- Set individual and team performance goals, conduct regular performance reviews, and offer constructive feedback.
- Identify opportunities for improvement and support team members in their growth and development.
- Develop and maintain a high-performing team culture that reflects Betknowmore UK's values and commitment to compassionate, non-judgmental support.

2. Service Delivery and Development:

- Oversee the delivery of community outreach initiatives aimed at raising awareness of gambling harm and providing support to individuals and communities.
- Ensure the team is effectively engaging with local organizations, community groups, and other stakeholders to increase the visibility of our services.
- Monitor the quality of service delivery and make improvements where necessary to meet the needs of service users.

3. Strategic Planning and Service Improvement:

- Collaborate with senior management to develop and implement the strategic direction for community outreach services, ensuring alignment with Betknowmore UK's wider objectives.
- Continuously evaluate service effectiveness, gathering feedback from stakeholders, service users, and team members to drive continuous improvement.
- Lead the development and implementation of outreach campaigns and partnerships to engage at-risk communities.

Role Specification

4. Reporting and Compliance:

- Maintain accurate and up-to-date records of outreach activities and case management, ensuring compliance with confidentiality and safeguarding procedures.
- Prepare and present regular reports on service performance, including outcomes, challenges, and achievements.
- Ensure that all outreach services meet organizational standards, as well as external regulatory requirements.

5. Stakeholder Engagement and Networking:

- Build and maintain strong relationships with external partners, including community organizations, local authorities, and support services.
- Represent Betknowmore UK at community events, conferences, and other networking opportunities.
- Work collaboratively with other service lines within the organization to ensure a holistic approach to supporting individuals with gambling-related harm.

Person Specification

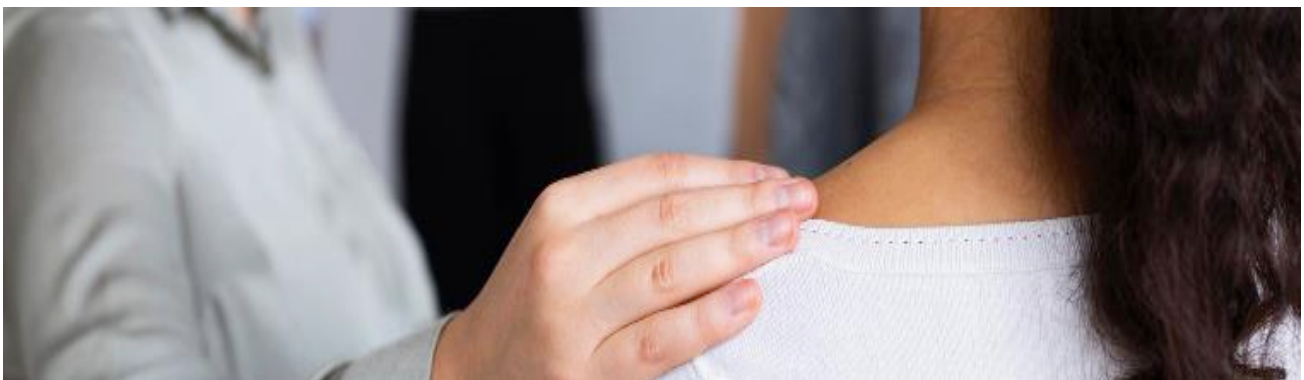
Key Requirements

Essential:

- Significant experience in a leadership or managerial role within a social services, community outreach, or public health setting.
- Demonstrable experience in managing outreach or support services, with a focus on community engagement and impact.
- Strong communication, interpersonal, and presentation skills.
- Proven ability to work independently, manage a team, and collaborate with diverse stakeholders.
- Ability to analyse data and use insights to improve service delivery and outcomes.
- Commitment to promoting equality, diversity, and inclusion in all aspects of work.
- Strong organizational and time-management skills, with the ability to handle multiple priorities effectively.

Desirable:

- Knowledge and understanding of gambling harm, its impact on individuals and communities, and the available support systems.
- Experience of working in or with the gambling sector, or experience of working with vulnerable or at-risk populations.
- A relevant qualification in social care, public health, or community outreach.
- Knowledge of safeguarding policies and procedures.





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