



## **Who are we?**

Ygam is an award-winning charity whose vision is to ensure that every child and young person is resilient to, and safeguarded against, gaming and gambling harms.

Our Mission is to prevent children and young people from experiencing gaming and gambling harms through awareness raising, education and research.

## **Why choose Ygam?**

Ygam has grown quickly over the last few years and continues that sustainable growth plan, with more recruitment planned during 2024. Ygam currently employs around 50 staff, but we expect to be circa 55 staff by the end of 2024.

We endeavour to create an engaging work environment where our employees believe in and live our values (Integrity, Empathy, Innovation, and Empowerment). With a fully remote working team, we embrace the diverse needs of our staff group, providing a supportive and enjoyable environment. In return for your passion, dedication, and hard work you will be rewarded with the following:

- An incredibly generous holiday entitlement starting at 28 days, increasing to 29 and 30 days with 2- and 5-years' service (in addition to Bank Holidays).
- We also offer enhanced paid leave during our annual December shutdown.
- Fully supported home working environment, including home office equipment, and flexibility over hours worked.
- Competitive Family-friendly policies, including enhanced Maternity & Partner leave/pay.
- Life Assurance Scheme
- Up to 6% matched pension contribution.
- Employee Assistance Programme, inclusive of 24/7 GP appointments & telephone counselling.
- Simply Health Cash Plan, including Contribution to Dental, Optical, Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Podiatry and Reflexology costs.
- A broad suite of Continuous Personal Development (CPD) opportunities.

Ygam has received the Investors in People Accreditation and are a recognised Investors in People employer. Ygam has also been awarded the Armed Forces Covenant and has signed the Menopause Workplace Pledge.

As part of our Disability Confident commitment, we offer a guaranteed interview scheme for candidates with a disability who meet all of the essential criteria for the role. We will also make reasonable adjustments to enable you to perform at your best.

At Ygam, we are committed to safeguarding and protection of children and vulnerable people in our work. We will do everything possible to recruit only suitable people to work with children or vulnerable people.

This is an exciting time at Ygam as we grow our reach and the impact of our work. We are looking for people to help us expand, develop, and excel.



## Job Description

Title	Insight and Innovation Officer
Reports to	Head of Insight and Innovation
Team	Insight and Innovation
Salary Scale	P3d £33,390
Contract Type	Permanent
Hours	37.5 hours per week, full time
Location	Remote (home based) with occasional travel

## Main Role & Responsibilities

Ygam is seeking an Insight and Innovation Officer to join our Insight and Innovation team. The post holder will work with the Head of Insight and Innovation, supporting with research, knowledge translation, evaluations and insights into children and young people's experiences of gaming and gambling harms.

Our Insight & Innovation team aids the design and delivery of Ygam's strategy by supporting evidence-based decision making. By working across the charity to leverage and disseminate internal and external insight, the team enables intelligent decision-making and strengthens the organisation's understanding of the world in which it operates.

## Who are we looking for?

We are looking for an Insight and Innovation Officer to work collaboratively with the Head of Insight & Innovation, and teams from across the organisation to deliver research and stakeholder insight workstreams. The outputs from these workstreams will guide, challenge and provide practical support for the planning, long-term development, and effective delivery of Ygam's strategic ambitions.

The ideal candidate will be a self-starter with exceptional judgement and good stakeholder management skills. They must also be a proactive, adaptable, and creative individual, who has the ability to work remotely, autonomously and as part of a team. They should possess outstanding communication skills, be highly organised, and an excellent team player.

Ygam is an equal opportunity employer. It is Ygam's approach that all employees have a working environment which promotes dignity and respect and where individual differences, and the contributions made are recognised and valued. We welcome the unique contributions that you can bring and encourage people from underrepresented backgrounds to apply to join our team, including people with lived experience of gaming and gambling harms, people with disabilities, people from minority ethnic groups, LGBTQ+ people, neurodiverse people, and armed force veterans.

## **Role Requirements**

Duties will include but not be limited to:

### Research, insight and knowledge translation:

- Support the commissioning and managing of research activities and collaborations.
- Develop longitudinal research to understand programme impact on our beneficiaries.
- Keep abreast of current and future developments in gaming and gambling harm prevention, critically appraising these and summarising them as part of our knowledge translation function.
- Liaise with the External Affairs team to support the creation of accessible learning pieces for knowledge translation across the organisation and with internal and external stakeholders.
- Lead on writing articles and reports to disseminate learnings from Ygam's data collection activities.
- Support the fundraising team with identifying and applying for new funding and grant opportunities directly associated with research and insight work.
- Liaise with IT team to support development of our Research and Insight intranet section.

### Evaluations and continuous improvement:

- Support programme evaluations, including support with writing invitations to tender, liaising with Programme Leads and writing up/ dissemination of findings.
- Support programme leads with cycles of continuous improvement.
- Support the programmes team with piloting content and identifying and piloting new technologies.

### Engagement and relationships:

- Assist with planning and organising advisory panels and communities of practice meetings and events.
- Support with gap analysis and implementation planning.
- Liaise with IT team to develop and maintain an online community of practice.

### Conferences, events and raising brand reputation:

- Attend and support events, trade shows and conferences.
- Identify and apply to key events and conferences where Ygam can present evidence-based research and evaluations, raising brand reputation. This will include developing and delivering presentations on our research and insight activities for varied audiences.
- Support the planning of conferences and events.

### General administration:

- Maintain online documentation/ Ygam SharePoint.

- Uploading information to Ygam CRM system, ensuring information is up to date and accurate.
- Support with staff surveys and focus groups.
- Provide minutes at all Insight and Innovation meetings.

## **Person Specification**

### Essential

- Working knowledge of qualitative and quantitative research methodologies.
- Ability to work with all aspects of primary research, including identifying areas of research, designing research methodologies, implementing high-quality data collection and analysing data.
- Ability to support the translation of research findings into clear and actionable insights through thoughtful data collection, in-depth and critical analysis, sharp observations, smart story-telling, and compelling presentations.
- Experience creating and maintaining fact bases or knowledge banks of insight and intelligence on key trends and audiences.
- Understanding of the requirements of Ygam's stakeholders in relation to training, resources and digital products.
- Nurtures professional relationships with colleagues at all levels and with external contacts and partners to support the achievement of objectives.
- Excellent I.T skills, specifically Microsoft Office products.
- Excellent organisational and time management skills, with ability to work on multiple projects at once and to work to deadlines.
- Excellent communication skills – both verbal and written. Professional and positive manner and approach.
- Ability to work collaboratively and across teams.
- Values diversity, respecting and drawing on colleagues' different perspectives, skills, experience, and knowledge.
- Employment rights to live and work in UK.

### Desirable

- Previous working/academic experience in education, social sciences or a related field.
- Experience of supporting and drafting collaborative research funding applications.

### Key Core Competencies

#### DRIVE

##### Authentic – Team Leader/Subject Matter Expert

- Proactively seeks feedback in areas where lacking appropriate expertise and helps others to identify the limits of their capabilities.
- Has the courage to stand by actions and decisions.
- Is open and transparent and facilitates others to be the same.

##### Authentic – Functional Lead

- Works within the limits of own and the organisation's capability.
- Consistently role models professional principles, values, and personal integrity to build trust.
- Enhances the brand.

##### Passionate – Team Leader/Subject Matter Expert

- Remains composed in the light of adversity.

##### Knowledgeable – Team Leader/Subject Matter Expert

- Recognised for their specialist knowledge.
- Takes time to pass own expertise to others.
- Provides opportunities for others to learn and develop.
- Ensures that the work of others is completed to a high standard.

#### INSIGHT

##### Business Aware – Team Leader/Subject Matter Expert

- Focuses on the achievement of organisational targets.
- Balances immediate issues with the longer-term picture

##### Innovative – Team Leader/Subject Matter Expert

- Encourages those around them to be inquisitive and to adapt and respond to quickly changing demands.
- Helps others through periods of change.
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## PEOPLE

### Impactful – Team Leader/Subject Matter Expert

- Anticipates the perspectives of others and addresses any of their concerns.
- Develops an influencing plan that uses a variety of approaches tailored to different audiences.
- Builds support for ideas.

### Impactful – Functional Lead

- Actively influences the external environment through spotting opportunities and actively building relationships.
- Develops specific influencing strategies targeted towards different individuals, groups, or parties.

### Collaborative – Team Leader/Subject Matter Expert

- Empathises with others' perspectives to facilitate successful teamworking.
- Instigates collaborative activities to improve relationships and organisational performance.
- Engages in difficult conversations where necessary.

### Collaborative – Functional Lead

- Advocates for and defends a culture where everyone is valued and respected.

### Connected – Team Leader/Subject Matter Expert

- Supports networking capability across Ygam.
- Considers the emotional drivers and responses of individuals when making decisions and taking action.
- Manages stakeholder relationships and processes, maintaining an appropriate level and degree of contact.
- Uses feedback to inform business plans, projects, and priorities.

### Connected – Functional Lead

- Champions a culture that reinforces the importance of building and maintaining effective stakeholder relationships