

We are HIRING!

Training Manager

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

To lead GamLEARN's lived-experience-led training and workforce development, equipping professionals, members and contributors with the knowledge, skills and confidence to prevent further gambling-related harm and support safe, ethical participation.

Key responsibilities of the role

Lead training and workforce development. Plan, coordinate and deliver GamLEARN's training programme for professionals, members and lived-experience contributors, ensuring delivery supports the organisation's public health approach to preventing gambling harm.

Deliver professional training. Lead CPD-accredited and non-accredited training for justice, health, voluntary, community and other relevant sectors. Strengthen professionals' ability to identify harm earlier, respond appropriately and make effective referrals.

Develop accessible training content. Design and update learning materials, session plans and practical activities informed by lived experience, research and delivery learning. Adapt training for different audiences, access requirements and online and in-person delivery.

Coordinate training facilitators. Coordinate the Training Facilitator and wider pool of lived-experience facilitators, agreeing delivery responsibilities, providing preparation and feedback, and maintaining consistent training standards.

Lead the Train-the-Trainer programme. Develop and deliver training for lived-experience members to become confident, skilled facilitators. Provide supported practice, assess readiness and coordinate accreditation where applicable.

Deliver facilitation and participation toolkit training. Equip lived-experience contributors and peer supporters with practical skills in facilitation, communication, boundaries and safe participation.

Embed safeguarding and ethical practice in training. Work with the Head of Operations, as Safeguarding Lead, and the Policy and Insight Manager to deliver learning on safeguarding, public health approaches and ethical lived-experience involvement.

Support contributor preparation and wellbeing. Ensure facilitators understand their role, have appropriate preparation and can make informed choices about sharing their experiences. Contribute to briefing, debriefing and reflective practice within the supervision arrangements led by the Safeguarding Lead.

Support member development and progression. Work with the Membership Manager to identify learning needs and support members into training, delivery and wider participation opportunities, with appropriate preparation and clear boundaries.

Contribute to system-literacy briefings. Support the Policy and Insight Manager to develop accessible member learning on justice, finance, the Proceeds of Crime Act, media, regulation and sentencing, drawing on appropriate expertise.

Co-produce shared learning resources. Work with the Policy and Insight Manager, members and partner organisations to develop training materials and briefings that can be shared and reused across the network.



Build training partnerships. Develop relationships with organisations accessing training, understand workforce learning needs and coordinate delivery. Work with communications colleagues to promote training and broaden its reach.

Maintain training quality. Review session content, facilitator practice and learner feedback. Maintain relevant CPD accreditation requirements and use findings to improve the consistency, accessibility and effectiveness of delivery.

Oversee training performance and evaluation. Review delivery against agreed plans and targets, ensure training records and evaluation information are reliable, and work with the Policy and Insight Manager and evaluation partner to assess learning outcomes. Use findings to improve delivery and contribute to quarterly reporting.

Use insight to improve training. Respond to learning from membership engagement, referral quality, service delivery and evaluation. Share emerging training insights with colleagues to inform services, policy and professional practice.

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, either directly or as an impacted other.
- Experience designing, delivering and evaluating training or structured learning for adults.
- Strong facilitation and presentation skills, including the ability to manage sensitive discussions and create supportive learning environments.
- Ability to translate lived experience, evidence and complex information into clear, practical and accessible learning materials.
- Experience delivering CPD-accredited training or maintaining training accreditation and quality standards.
- Experience coordinating, supporting or developing trainers, facilitators, volunteers or colleagues.
- Ability to adapt learning for different audiences, access requirements and online and in-person delivery.
- Strong organisational skills, including planning programmes, coordinating delivery and maintaining accurate records.
- Ability to build effective relationships with members, colleagues and partner organisations.



- Commitment to an independent public health approach to preventing gambling harm and to inclusive, non-stigmatising practice.

Desirable skills and experience

- A relevant qualification in training, teaching, adult education or learning and development.
- Experience developing or delivering Train-the-Trainer programmes.
- Knowledge of gambling-related harm and its links with criminal justice, health and wider social issues.
- Experience working in a lived-experience-led organisation or co-producing learning with people affected by harm.
- Experience evaluating learning outcomes and how participants apply learning in practice; confidence using CRM, online learning or reporting tools.

How we work together

Alongside the responsibilities on the following pages, all staff are expected to:

- Use relevant lived experience safely and appropriately within their role.
- Treat members, colleagues and partners with dignity and respect, and promote inclusive, accessible practice.
- Work collaboratively across GamLEARN and follow its policies, including safeguarding, data protection, equality and diversity, and health and safety.
- Maintain professional boundaries and refer or escalate needs beyond their role or competence.
- Keep accurate, timely and secure records using approved systems.
- Complete mandatory induction and training in safeguarding, equality and diversity, data protection and confidentiality, alongside role-specific training.

Undertake other reasonable duties consistent with the purpose and level of the role. This role requires the appropriate DBS check



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

Email your **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: 09 November 2026

