



Triage Team Manager (full-time)

Job application pack

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.



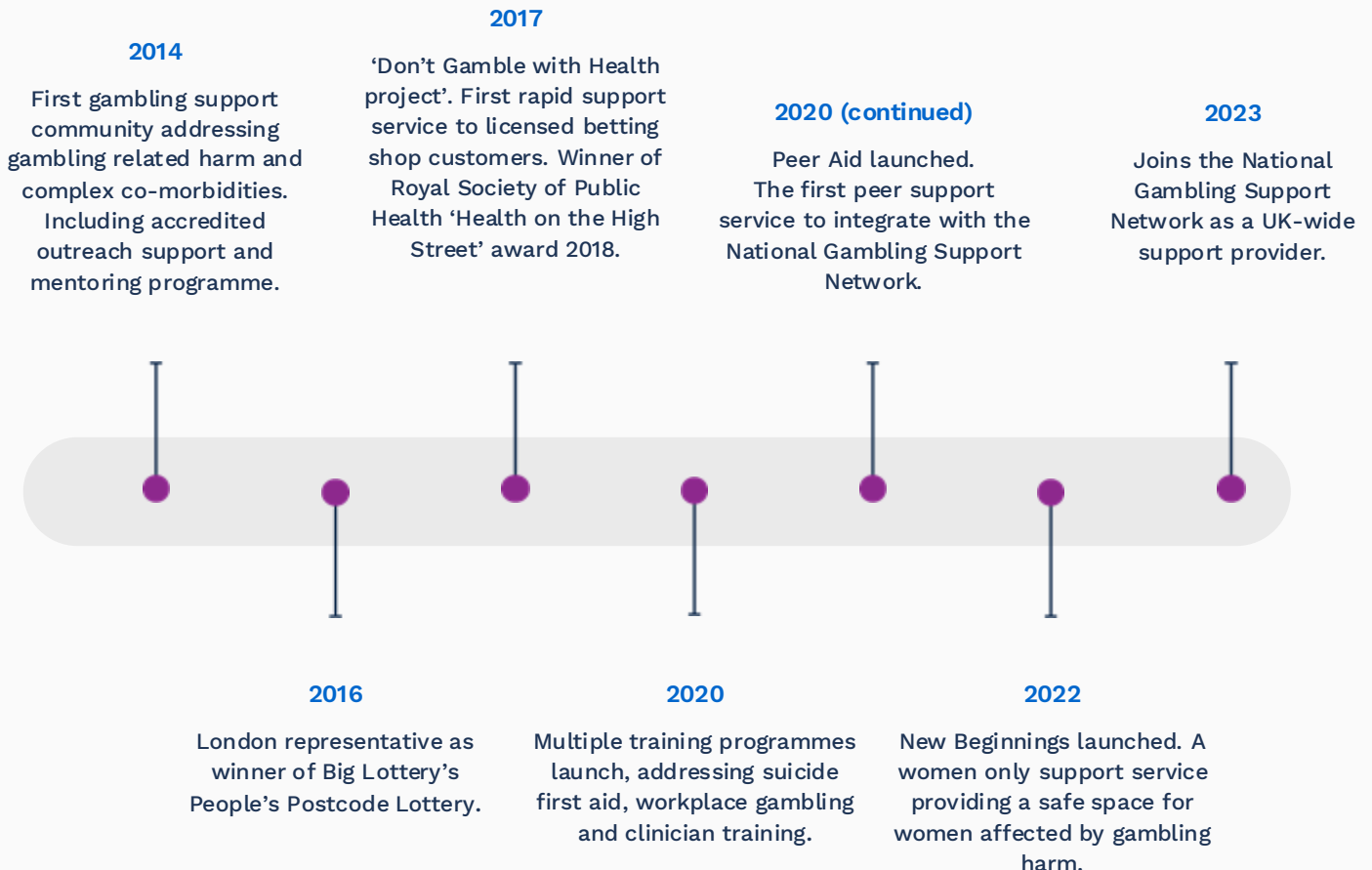
We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



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



Role Specifics

Location:	Remote
Line manager:	Director of Quality and Impact
Hours:	Full time (35 hrs pw)
Salary:	£38.000 - £42.000
Probation period:	6 months

Role Purpose

The Triage Team Manager is responsible for leading and overseeing Betknowmore UK's triage function, ensuring all referrals are managed safely, efficiently and in line with service standards. The role will provide leadership to the Referral Leads, ensuring high-quality assessment, safety management and timely onboarding of service users across services. The postholder will drive continuous improvement of triage processes, maintain robust data and CRM systems, and work closely with internal teams and external partners to ensure a seamless and responsive service for individuals accessing support.

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.

Key Accountabilities & Responsibilities

Service Delivery & Oversight

- Lead and oversee the day-to-day operation of the triage function, ensuring timely, safe and effective processing of all referrals.
- Manage and support a team of Referral Leads, providing guidance, supervision and performance oversight.
- Oversee service users onboarding processes, ensuring high-quality assessments, safety management, and safeguarding practices.
- Ensure the team are able to provide adequate advice and information to service users.
- Monitor waiting lists and service capacity, implementing actions to manage demand effectively.
- Ensure consistency and quality across all triage activity, embedding best practice and continuous improvement.

Systems, Data & Process Management

- Oversee the maintenance of the CRM system (Airtable), ensuring accuracy, accessibility, and data integrity.
- Lead on data management processes, including referral tracking, reporting and system improvements.
- Ensure all team members are trained and confident in using systems and data processes.
- Continuously review and improve triage tools and processes to enhance efficiency and service user outcomes.

Monitoring, Evaluation & Reporting

- Ensure that clear, accurate and up to date records are kept within the case management system.
- Provide monthly and quarterly service reports, providing insight on performance, demand, and outcomes.
- Use data to identify trends, risks and opportunities for service development.

Key Accountabilities & Responsibilities

Partnerships & Stakeholder Engagement

- Foster operational relationships with delivery partners to support safe and effective referral pathways.
- Act as a key point of contact for triage-related queries across internal and external stakeholders.
- Attendance and chairing of MDTs with other organisations and agencies to identify and coordinate support to navigate barriers and access treatment
- Represent Betknowmore UK at relevant meetings, working groups, and events to both deliver info about our services, but to also keep abreast of regional development of the gambling harm support and treatment offer.

Leadership & Team Development

- Provide regular supervision, coaching and development support to the triage team.
- Foster a collaborative, psychologically safe team environment.
- Support recruitment, onboarding and training of new team members.
- Contribute to organisational learning and service development initiatives.

Risk, Safeguarding & Compliance

- Ensure robust safeguarding, risk assessment and escalation processes are in place and consistently applied.
- Maintain high standards of confidentiality and professional boundaries.
- Work in line with, and ensure staff compliance with, regulatory and professional standards and Betknowmore UK policies and processes.

General Responsibilities

- Attend regular supervision with the Director of Quality and Impact.
- Contribute to cross-service meetings and organisational initiatives.
- Support fundraising and service development activity where appropriate.
- Partake in learning and development opportunities, for personal development and to maintain up to date knowledge within the field
- Carry out other duties commensurate with the role.

Person specification

Essential

- Experience working in addiction, mental health or similar support services
- Experience of comprehensively assessing risk and needs
- Experience managing or supervising staff and volunteers
- Experience of working collaboratively with partners and stakeholders across different sectors/disciplines
- Strong organisational skills and ability to manage a busy referral pipeline
- Understanding of confidentiality and data protection

Desirable

- Understanding of gambling and gambling harm
- Holding a Level 3 Safeguarding adults qualification
- Experience improving processes of service delivery
- Experience using CRM/data systems (e.g. Airtable or similar)
- Experience producing reports and using data to inform decisions
- Evidence of continuous professional development



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