

Welfare Officer - East

Candidate Information Pack



- £29,000 per annum (dependent on experience)
- Full-time, 35 hours per week
- Permanent
- Base – Newmarket – Occasional travel throughout the UK.

WE ARE RACING WELFARE

Racing Welfare is a registered charity supporting the people of British horseracing. We offer professional guidance and practical help to the stud, stable and racecourse staff whose dedication is vital for the well-being of racing. Our work aims to help people, from recruitment to retirement, to thrive in day-to-day life and through a range of life's challenges.



15,032 INSTANCES
OF SUPPORT IN
2025



297 OCCUPATIONAL
HEALTH REFERRALS
MADE IN 2025



541 NEW
BENEFICIARIES IN
2025



£226,982 INCOME
MAXIMISATION IN 2025

RACINGWELFARE 
SUPPORTING RACING'S PEOPLE

RACINGHOMES 
FOR RACING'S PEOPLE

Our vision is that all of Racing's people feel supported and have the opportunity to thrive.



Our mission is to enhance and support the wellbeing of Racing's people.

Our mission is to provide affordable, safe and pleasant accommodation that we'd live in ourselves.

RACINGWELFARE 

JOB DESCRIPTION

Role Profile: Welfare Officer - East

Reports to: Regional Welfare Manager

Job Purpose: To assist the welfare team to deliver an effective and efficient welfare service to the racing industry.

KEY RESPONSIBILITIES

- Provide non-judgemental, emotional and practical support to beneficiaries of the charity.
- Maintain confidentiality, professional boundaries and an appropriate caseload.
- Empower beneficiaries through non-directive information, advice and guidance.
- Liaise, network and build relationships with employers, industry bodies and stakeholders. Promote the work of the charity in the community and carry out presentations and talks.
- Carry out assessments and reviews with beneficiaries.
- Assist beneficiaries to maximise income through statutory entitlements and grants.
- Assess beneficiaries for financial assistance from the charity.
- Record and provide timely reports on all beneficiary contacts.
- Attend any training necessary for professional development and to attend clinical supervision as appropriate (provided by Racing Welfare).
- To work closely with beneficiaries on housing issues and to provide information, advice, and guidance in this regard. And to carry out weekly compliance checks associated to the relevant housing accountabilities.
- Carry out any other duties commensurate with the post which are deemed appropriate.
- This post is subject to an enhanced DBS disclosure.

For a full Job Description please contact Tom.Bloomfield@thejockeyclub.co.uk



PERSON SPECIFICATION

Welfare Officer

	Essential	Desirable
Education and Qualifications	A minimum of the below; • GCSE in Maths & English – Grade C or above. • Equivalent Maths/English/Literacy qualifications e.g. Certificate in Adult Numeracy/Literacy.	Any of the below; • Diploma in Human Welfare & Management. • Horseracing Industry qualifications. • Social Work qualification. • Advice and Guidance qualifications. • Professional counselling qualifications. • Social Sciences Degree or other appropriate higher Diploma/Degree. • Teaching or assessing qualifications. • Volunteer Management/Community Development qualifications.
Knowledge & Skills	• An understanding of confidentiality and data protection. • An ability to make thorough assessments. • Excellent listening skills. • An understanding of and the ability to apply professional boundaries. • Good IT skills and the ability to input data. • Strong organisational and planning skills.	• Knowledge of the thoroughbred horseracing and breeding industries. • A knowledge of the welfare benefits system. • Advocacy skills. • Skills to enable and empower beneficiaries. • Presentation skills. • Skills in giving non-directive, impartial advice and information. • Project management skills.
Experience	• Experience of working with and/or supporting vulnerable people. • Experience of building relationships with individuals and organisations.	• Experience of the charitable/voluntary sector. • Experience of safeguarding vulnerable adults and child protection. • Experience of the thoroughbred horseracing and breeding industries.
Personal Qualities	• Excellent communication skills both written and verbal. • The ability to work both independently and as part of a team. • The ability to be accountable and responsible. • The ability to be non-judgemental and authentic.	• Empathy with the issues for those that work in or are retired from the horseracing and breeding industry.



ADDITIONAL INFORMATION

Benefits:-

- Annual leave: 25 days per annum plus bank/public holidays.
- Wellbeing Lottery: Monthly draw for a staff benefit.
- Care First: Staff helpline.
- Group Personal Pension Plan
- Health Shield: Cash back private health care plan.
- Ride2Work: Cycle to work scheme
- Eye Care Vouchers
- Racing UK discount
- EE 20% Discount.
- Raceday tickets – up to four tickets to almost all Jockey Club race meetings
- Life assurance.



Closing date:- 04/09/2026

1st Stage Interview:- W/C 21/09/2026

How to apply:-

[Join Our Racing Team Today! - The Jockey Club Careers](#)

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