
Involvement in usability testing activities supporting GambleAware's Digital Team - Role description

The opportunity

GambleAware's Digital Team are currently developing the following 2 areas of work, in which we want to involve individuals with Lived Experience of gambling harms:

- **Exploring new digital tools that could be created to help those struggling with gambling harms to find formal support in their area.** Part of this work includes looking at the creation of the new Service Finder Tool: a tool to help people find gambling support and treatment services. Therefore, GambleAware are looking for **3 individuals with direct lived experience of gambling harms and 2 affected by someone's else gambling** to join a usability testing session.
- **Exploring new designs to help improve user experience and accessibility of the GambleAware website.** Therefore, GambleAware are looking for **2 individuals with direct lived experience of gambling harms and 2 affected by someone's else gambling** to join a usability testing session.

What you'll be doing

The usability testing will be run **online** using Microsoft Teams. The focus of these sessions will be on testing the new design of the GambleAware website and how easy it is to navigate, find relevant information and complete certain tasks. The session will be structured around a prototype and participants will be asked to find certain content/features and provide feedback on the usability of the website.

Please note, this session will be a 121 call where the participant will be joined by a GambleAware Digital Team staff member and by a member of GambleAware's digital agency Flipside. The session will be transcribed, to provide a record of your conversation for note-taking and analysis purposes.

The skills you need

- Provide insights and advice based on your own lived experience of gambling harms and seeking support.
- A moderate level of digital literacy, with access to laptop and Microsoft Teams to join the session.
- An understanding of confidentiality.
- Collaborative approach to working together, bringing constructive comments and feedback.

The impact you'll have

- Supporting the representation of lived experience within the development of GambleAware's new website and service finder tool.
- Assisting GambleAware by ensuring that digital information and online tools are easily accessible/relatable for those who may be suffering from gambling related harms.

Timeline

- For the **new Service Finder Tool's usability testing**, the session will take place in the **week commencing the 13th May 2024**. This will be a one-off Microsoft Teams call and will last for up to 60 minutes, taking place during office hours (9am-5.30pm).
- For the **GambleAware's website's usability testing**, the session will take place in the **week commencing the 20th May 2024**. This will be a one-off Microsoft Teams call and will last for up to 60 minutes, taking place during office hours (9am-5.30pm).

Please note: for either of these sessions, you can join from a location of your choice, but we recommend being somewhere private and quiet. We recommend joining using a laptop or desktop device so that you can see the presentation properly.

Eligibility criteria

Please note that in order to qualify you must:

- Fall within the age range of 18-44.
- Reside in England, Scotland or Wales.
- Have direct lived experience of gambling harms or affected by someone's else gambling.
- Have experienced gambling harm within the last 3 years.
- Be more than 6 months in recovery (this applies only to those who have experienced gambling harms due to their own gambling, not to those who identify as 'affected others').
- Not work – either paid or unpaid - for the gambling industry;
- Not receive (yourself or the business you may be a director of or have a financial interest in) LCCP RET funding (gambling operators' contributions). To note this does **not** apply to employees below Director level or to consultants of organisations directly receiving RET funding, or to employees and consultants of organisations being awarded RET funding via GambleAware.

Register your interest

To register your interest in this opportunity **please complete this [short online form](#)** no later than **12 noon, on Tuesday 7th May 2024**. Please note: you may choose to register your interest for both types of usability testing, or for only one of them. Please feel free to express your preference in your online form.

Additional information

Remuneration and reimbursement policy

To find out more about the remuneration options as well as reimbursement of expenses, please read the policy: [Remuneration Travel and Expenses Policy 02.11.22 \(1\).pdf \(begambleaware.org\)](#).

Please note that you will be able to choose between two remuneration options: to be self-employed or to act as a volunteer. More details on these options and on our approach to the reimbursement of expenses can be found in the policy.

For more information about Lived Experience Involvement at GambleAware, please visit our [webpage](#). If you have any questions, please contact involvement@gambleaware.org.