

GambleAware

Commissioning Officer

(Full-time, FTC to 31 March 2026)

Application pack

Job description

Role title:	Commissioning Officer
Accountable to:	Senior Systems Commissioning Manager
Accountable for:	NA
Contract type:	Until 31 st March 2026. Full-time (35 hours/week). We are happy to discuss flexible working options.
Location:	Hybrid, a mix of home and office working, minimum 40% office based, central London. We are happy to discuss remote working options.
Salary:	£28,665 - £35,280 + £3,150 London weighting (pro-rata), if applicable.

Role purpose

Support the Quality and Performance Team to build the reputation of GambleAware as a strategic commissioner with the commissioning of early intervention, prevention, education, training, treatment and support programmes with the aim of reducing gambling-related harms in Great Britain.

Your role will be to support the Senior System Commissioning Manager to take a lead in managing commissioned services to ensure the delivery of high-quality impactful programmes and services to achieve the organisation's long-term outcomes;

- Reduce exposure to high-risk gambling environments across Great Britain
- Prevent gambling harm amongst individuals and communities at greater risk of experiencing it.
- Prevent the escalation of gambling harm.
- Ensure individuals and communities receive broad range of appropriate services.
- Reduce the legacy of gambling harm.

Key accountabilities

- To support the monitoring of quality and performance standards as part of the commissioning process.
- To support the peer review process and check and comment on interim and final programme and project evaluation reports and outputs.
- To collate and keep track of performance standards in commissioning contracts and report back to Senior System Commissioning Manager.
- To collate and keep track of clinical audit and data quality actions plans and delivery of, and to report back to Senior System Commissioning Manager.

- Work closely with the service providers across the National Gambling Support Network to collate findings of good practice and/or lessons learnt to feedback into future service planning, delivery, and improvement.
- Work with colleagues across the Quality and Performance team to build capacity, quality and continuously improve performance standards within GA and commissioned services.
- Work with colleagues in the evidence and insight teams to access the feedback from people with lived experience to make sure that the quality and performance standards set in the commissioning process reflect the needs and expectations of service users.
- Develop and maintain effective relationships with a wide range of stakeholders.

Key responsibilities

- Further the reputation of GambleAware as a strategic commissioner by building effective partnerships with relevant colleagues and stakeholders such as the National Gambling Support Network (NGSN).
- Act as a support resource for colleagues around issues of quality and performance in contract management.
- Use appropriate systems to support quality and performance issues through engagement with colleagues and externally, including those with lived experience.
- Undertake any other tasks as reasonably directed by your line manager.
- Work according to GambleAware policies and procedures.
- Be a good team worker, demonstrating loyalty and commitment to the organisation and team member

General

- Demonstrate a commitment to diversity, inclusivity and equal opportunity in working with colleagues and stakeholders with a wide range of perspectives and experiences.
- Adhere to and role-model GambleAware's values and guiding principles.
- Adhere to GambleAware's policies and procedures.
- Be a good team worker, demonstrating loyalty and commitment to the organisation and team members.
- Undertake any other tasks as reasonably directed by your line manager.

Critical Competencies

The competency framework sets out how we want people in GambleAware to work.

The competencies are intended to be discrete and cumulative, with each level building on the levels below.

The six competencies below are identified as critical to this role.

-
- | | |
|------------------|--|
| Brilliant Basics | <ul style="list-style-type: none">• Work with commissioning and charity experts in engaging effectively and intelligently with delivery partners to define and/or improve service delivery• Develop proposals to improve the quality of service with involvement from a diverse range of colleagues, stakeholders or delivery partners• Take ownership of problems in their own area of responsibility |
|------------------|--|
-

Difference Makers	<ul style="list-style-type: none"> Convey enthusiasm and energy about their work and encourage others to do the same Proactively seek information, resources and support from others outside own immediate team in order to help achieve results.
Game Changers	<ul style="list-style-type: none"> Develop understanding and knowledge of own work and of team's business area by actively seeking out and sharing learning and experiences.

Person specification

	Essential	Desirable
Knowledge & experience	<ul style="list-style-type: none"> Proven track record with providing project management support within a busy team. Experience providing administrative support, including maintaining records, organising meetings, preparing documentation, and supporting team operations. Experience working with internal and external stakeholders, such as service providers, local authorities, or regulatory bodies. Ability to assist in identifying and resolving minor issues within service delivery or contract management, escalating more complex issues to senior team members. 	<ul style="list-style-type: none"> Demonstrated experience in managing or supporting contracts, particularly in public services, healthcare, social care, or related fields. Performance Monitoring: Knowledge and experience in monitoring key performance indicators (KPIs) and managing provider performance. Public Sector Knowledge: Understanding of the commissioning process and public sector service delivery models, including relevant regulatory frameworks.
Skills & abilities	<ul style="list-style-type: none"> Excellent written and verbal communication skills, with the ability to present complex information clearly and effectively to a wide range of stakeholders. Strong ability to build and maintain relationships with providers, internal teams, and other external stakeholders. Strong focus on accuracy and detail, particularly when reviewing provider performance, contracts, and reports. Ability to manage multiple tasks simultaneously, prioritise effectively, and meet deadlines in a fast-paced environment. Proficiency in Microsoft Office (Excel, Word, PowerPoint) and data management systems, with the ability to create reports and presentations. 	<ul style="list-style-type: none"> Some understanding on data analysis and problem-solving skills, with the ability to identify trends, assess risks, and make data-driven recommendations.

Qualifications	<ul style="list-style-type: none">• Evidence of post qualifying and continuing professional development• Educated to degree Level or equivalent level of experience of working within administrative services within a team.	
General	<ul style="list-style-type: none">• Commitment to continuous professional development and keeping up to date with developments in evaluation.• Commitment to GambleAware's vision and values.• A clear understanding of, and commitment to, equal opportunities and diversity, and a commitment to promote high standards of conduct, integrity and probity.• Right to work in the UK.	<ul style="list-style-type: none">• Keeping up to date with Charity Commission guidance.• Must be prepared to travel and attend meetings and training as required, which may involve occasional overnight stays.

This job description does not form part of the contract of employment and may be subject to change.

How to apply

Key dates

Closing date for applications is **12.00noon Monday 16 October 2024**. Successful candidates will be invited to attend a panel interview in **late October- early November** . We reserve the right to close the post and interview ahead of the closing date. Please submit your application as early as possible.

How to apply

Applicants must be eligible to work in the UK. To apply, please submit a comprehensive CV (2 pages max.) along with a cover letter to recruit@gambleaware.org. Your cover letter should highlight your relevant skills, knowledge, and experience, and outline the approach you would take for this role.

If you choose to use Artificial Intelligence (AI) (e.g. Chat-GPT) to assist in writing your application, we ask that you declare this clearly on your CV and/or cover letter.

Equal opportunities

GambleAware is an equal opportunity employer and is committed to ensuring equal opportunities, fairness of treatment, dignity, work-life balance, and the elimination of all forms of discrimination in the workplace for all staff and job applicants.

All candidates are also requested to complete an online [Equal Opportunities Monitoring Form](#). This should be submitted to recruit@gambleaware.org. This is not mandatory but will assist GambleAware in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Equal Opportunities Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

Adjustments

We are committed to ensuring everyone can access our website and application process. This includes people with sight loss, hearing, mobility, and cognitive impairments. Should you require access to these documents in alternative formats, please contact recruit@gambleaware.org. We also welcome any comments or suggestions about improving accessibility and inclusivity within our application processes.

Personal data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your sensitive personal data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your sensitive personal data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

Contact details

For a conversation in confidence, please contact recruit@gambleaware.org and we will come back to you.

About GambleAware

GambleAware is the leading independent charity and strategic commissioner working to keep people safe from gambling harms.

We are the leading strategic commissioner of gambling harm education, prevention, early intervention, and treatment across Great Britain. We work in close collaboration with the NHS, clinicians, local and national government, gambling treatment providers, as well as other mental health services. We operate across four key areas by:

- Providing support, advice, and tools to help people make informed decisions about gambling. We help people understand and recognise the risks of gambling, and direct them to more information, help and support, should they need it.
- Commissioning the National Gambling Support Network (NGSN), a group of organisations across Great Britain which provides free, confidential treatment, as well as the National Gambling Helpline which takes around 52,000 calls and online chats a year.
- Commissioning research and evaluation to increase our knowledge and understanding of what works in the prevention of harm.
- Producing public health campaigns on a national scale and providing practical support to local services and partners.

If you're worried about how gambling makes you feel, we can help. For free and confidential advice, tools and support, search GambleAware or contact the National Gambling Helpline, available 24/7, on 0808 8020 133.

Our independence

As an independent charity, GambleAware has an extremely robust system of governance processes in place, is accountable to the Charity Commission, and works to hold the gambling industry to account. Members of our independent Board of trustees are leaders within the NHS and public health sector and have no connection to the gambling industry. We work closely with DCMS, DHSC, OHID and the Gambling Commission, who all recognise our integrity and independence. The gambling industry has absolutely no input, influence or authority over any of our activity.

Governance

We have robust governance processes to guarantee our independence from the gambling industry. Our Board of Trustees have extensive public health and NHS backgrounds and are selected based on their expertise to support the commissioning of best practice national prevention, education, treatment and support services. GambleAware is committed to the Charity Governance Code, which includes a priority to be transparent and accountable and regular communication with the Advisory Board for Safer Gambling. GambleAware's Board of trustees is chaired by Baroness Kate Lampard CBE, former lead non-executive director on the Department of Health & Social Care Board and a trustee of the Esmée Fairbairn Foundation. Other trustees have extensive public health and NHS experience.

Funding

GambleAware has long called for the introduction of a statutory levy on the gambling industry and was delighted to see a levy included in the Gambling White Paper. A levy will enable proper funding oversight, avoid duplication of work and provide a sustainable, transparent and long-term funding model to ensure the successful delivery of the research, treatment and prevention services needed to prevent and treat gambling harms.

Gambling is a serious public health issue and having greater accountability and a government led National Strategy to prevent gambling harm, which is supported by sustainable funding, means all operators can be held accountable. The new statutory levy will give certainty and stability to commissioners like GambleAware, as well as service providers, to make long-term commitments to meet population needs. It will also ensure further separation between the industry and research, education and treatment. Sustainable funding will enable us and those working to reduce gambling harm to increase access to early interventions, expand the number of local systems who can act to prevent gambling harm and develop a commissioning plan which is specifically targeted at help young people and children.

Our guiding principles:

GambleAware has a vision to see a society where everyone is safe from gambling harms. To help achieve this, we are steered by a clear set of values which guide our behaviour and shape everything we do.

We are all here to make a difference...

- We start from the perspective of people at risk of gambling harms
- We ask what impact we can have
- We are bold enough to set the agenda and lead the way
- We persevere until we reach our goals
- We do things that leave a legacy.

...by working with curiosity and innovation...

- We strive for new ways to solve problems
 - We share learning, insights and expertise
 - We are willing to take risks or go out of our comfort zone
 - We ask questions and welcome constructive challenge
 - We learn from our successes and failures.
- ...and pulling together as one team.
- We value everyone’s talent and perspective
 - We ensure everyone feels welcome and can be themselves
 - We collaborate to deliver the best outcomes
 - We go out of our way to help each other
 - We celebrate everyone’s success together.

Life at GambleAware

Employee benefits

We are committed to offering our employees a range of benefits to support their wellbeing. We regularly review and update our benefits, and the list below summarises those currently on offer.

Annual flu vaccinations	Flexible working
Annual leave, 25, increasing to 28 with length of service days plus public holidays and Christmas closure	Resilience Fund
Quarterly staff feedback survey	Investment in staff development
Cycle scheme	Mindfulness app
Death in service	Pension
Employee assistance programme	Private healthcare
Eye-test and DSE assessment	Generous family friendly policies

Equal opportunities

GambleAware is committed to equality, diversity, and inclusion – with an EDI group at the core of the charity that is committed to driving real change throughout the organisation. Our aim is to ensure that our staff, partners, stakeholders, and those we commission – at all levels – are committed to driving change for a more equitable society promoting zero tolerance towards inequality, exclusion, racism and all forms of discriminations through the organisation and our partners.

GambleAware will be conducting quarterly staff surveys to allow for an open, honest, and confidential way for staff to feedback and share their observations of the charity and make suggestions for improved ways of working going forward.

Career development

At GambleAware, we pride ourselves on offering a work environment that encourage professional growth. We have a competency framework in place that sets out the skills, knowledge and behaviours

GambleAware

that lead to successful performance. The framework is used as a basis for determining what employees need to achieve and how they can work to achieve this.

The framework is designed to empower staff to take control of their career and we deliver on this by offering regular internal and skills-based training opportunities for all employees, at any level. There are also opportunities for coaching across the team and with junior colleagues and we also provide an internal mentoring framework for all staff.

Published by GambleAware September 2024



GambleAware is the independent charity (Charity No. England & Wales 1093910, Scotland SC049433) and strategic commissioner of gambling harm education, prevention and treatment across Great Britain to keep people safe from gambling harms.

For further information please contact info@gambleaware.org