

Job Profile

JOB TITLE:

Outreach Training Coordinator

REPORTS TO:

Community Outreach & Training Manager

JOB PURPOSE:

The Training Coordinator is responsible for the coordination, delivery, development and continuous improvement of GamCare’s outreach-linked workforce education and training offer.

The role supports the implementation of a consistent CPD-accredited training programme that builds professional confidence to recognise gambling harm, initiate early conversations and navigate safe referral pathways.

Working closely with the Community Outreach & Training Manager and Outreach Team, the postholder ensures training activity is high quality, accessible, evidence-based and informed by lived experience, and that it is closely integrated with community outreach, brief interventions and Community Champions activity.

The role is operational and specialist in focus, providing hands-on coordination and delivery of workforce education and training.

DIMENSIONS:

- Direct Reports:** None
- Budgets managed:** N/A
- KPIs:** in line with funding requirements and GamCare strategic objectives

INTERNAL AND EXTERNAL CONTACTS:

Internal:

- Outreach & Training Manager
- Outreach & Training Team Leaders and Practitioners
- Lived Experience & Participation team
- Data, Insights and Systems teams
- Communications and Partnerships teams
- Paid for Training Manager

External:

- Professionals and organisations accessing training and workforce education, including, Local authorities, public health teams and statutory partners, VCSE and community organisations
- Accreditation bodies and external training partners (where applicable)
- Community Champions
- Lived-experience contributors supporting training design or delivery
- Other regional and national providers delivering gambling support to achieve shared objectives

OVERALL ACCOUNTABILITIES:

Training Delivery and Workforce Education

- Coordinate and deliver CPD-accredited digital and locally delivered training sessions in line with agreed schedules, and service priorities and requirements.
- Support Outreach & Training Team to deliver high-quality training, workshops and presentations, providing guidance, materials and facilitation support where required.
- Ensure all delivery is inclusive, accessible and culturally appropriate, and aligned with GamCare's safeguarding, data protection and governance standards, escalating any concerns in line with agreed procedures

Training Development & Quality Assurance

- Lead the development, review and refinement of training content, ensuring it reflects current evidence, policy, best practice and lived-experience insight.
- Work collaboratively with internal stakeholders to adapt training materials for different professional audiences, regions and delivery formats.
- Coordinate quality-assurance activity, including observation, feedback collection, reflective review and continuous improvement cycles.
- Lead the CPD accreditation processes, including documentation, evaluation evidence and reporting requirements.

Coordination & Administration

- Manage training schedules, bookings, attendance records and participant communications.
- Liaise with internal teams to ensure training is effectively promoted and aligned with outreach, engagement and partnership and paid for training activities.
- Maintain accurate and timely records within CRM and reporting systems to support monitoring, evaluation and audit requirements.

Data, Insight & Evaluation

- Collate participant feedback, learning outcomes and delivery data to inform service improvement and quality assurance.
- Contribute to service level performance reporting, monitoring and evaluation activity as required.

- Identify emerging learning needs, gaps or opportunities within the workforce education offer and escalate these to the Outreach & Training Manager.

Collaboration & Integration

- Work closely with Outreach & Training Team to ensure training activity complements community outreach, brief interventions and Community Champions delivery.
- Support the meaningful and ethical involvement of lived-experience contributors in training and workforce education development and delivery.
- Contribute to internal learning, reflective practice and knowledge-sharing across the Outreach & Training service.

Person Specification

Essential Criteria

Knowledge & Qualifications

- Understanding of gambling-related harm within a public-health, prevention or early-intervention context.
- Knowledge of training delivery, learning and training content design or workforce development approaches.
- Relevant qualification or equivalent experience in training, education, health, social care or community development.

Experience

- Experience delivering and coordinating training, workshops and learning activity for professional or community audiences.
- Experience supporting the development, adaptation and review of training materials.
- Experience working collaboratively with a range of internal and external stakeholders.
- Experience collecting, analysing and using feedback or evaluation data to improve learning activity.

Skills & Competencies

- Strong facilitation and presentation skills.
- Excellent organisational and coordination skills, with strong attention to detail
- Ability to proactively work as part of a wider team as well as independently, creating and managing own workload
- Ability to communicate clearly and effectively with diverse audiences.
- Confident use of digital platforms and Microsoft Office applications.

Desirable

- Experience of CPD-accredited training programmes and accreditation processes.
- Experience working within VCSE, public health or commissioned services.
- Experience of lived-experience-led or co-produced approaches.

Circumstances

- While this role is remote, it requires some flexibility in working hours and location within England, as per contract of employment, and the ability to occasionally travel across England to deliver activities, attend meetings or events outside normal working hours.

To be noted: This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.