



Job Profile

JOB TITLE: Training Programme Manager (Corporates)

REPORTS TO: Director of Development

JOB PURPOSE:

The Programme Manager will lead the **end-to-end design, setup and delivery** of GamCare's **Paid-for Training Programme**.

This is a new pilot programme involving development of paid-for training aimed at corporates/businesses, with a dual aim of income generation and raising awareness of gambling harm and our services.

This role will build the commercial training infrastructure, manage cross-organisational input, manage external relationships, generate business, undertake market analysis, and deliver training to clients when required.

The role is accountable for establishing the full operating model needed to take the programme to market, including monitoring and evaluation, pricing, processes, quality assurance, and partnerships management.

The postholder will ensure the programme launches successfully during the pilot year and becomes positioned for long-term growth.

DIMENSIONS:

- Direct Reports: None initially, potential when project scales
- Budgets managed: TBD
- Financial targets: TBD

INTERNAL AND EXTERNAL CONTACTS:

Internal

- **Partnerships Managers** – supporting pipeline generation, client hand-offs, corporate relationships.
- **Admin Support** – bookings, invoicing, logistics.
- **Subject-matter Experts across GamCare** - expertise, including lived experience, content input
- **Enabling teams across GamCare** – including Finance, L&D, Data, Comms

External

- Corporate clients

OVERALL ACCOUNTABILITIES:

A. Programme Design & Set-up

- Lead development of the full Paid-for Training model, including a tiered training products offer.
- Set up infrastructure: processes, systems, workflows, documentation, and monitoring.
- Establish operating model including booking workflow, invoicing process feedback loops, resource development processes and QA standards.
- Coordinate development of core programme materials, working with internal staff and external designers to create e-learning, slide decks, collateral, resources and web content.
- Create and maintain quality assurance frameworks - briefings, observations, evaluations, feedback capture, monitoring, and audit schedules.

B. Programme Delivery

- Lead training delivery and engagement in relation to the of the Tiered products, in-person or remote.
- Ensure all content meets safeguarding, accuracy, and data-protection standards.
- Work with GamCare subject-matter experts who support programme development.
- Ensure all content and delivery is of the highest standard.
- Ensure client satisfaction beyond the course content and delivery e.g. smooth logistics, clear communications etc.

C. Relationship & Partnership Management

- Act as single point of contact for corporate clients post-sale.
- Work with Partnerships Managers to manage pipeline, convert leads and maintain client relationships (building on existing, and developing new).
- Ensure client needs are documented and triaged effectively into training and content design.
- Gather testimonials, case studies, and logos (with consent) for ongoing marketing.

D. Commercial & Financial Responsibilities

- Working with the Finance team to jointly agree and implement a viable pricing structure across the Tiered offer.
- Work with Admin and Finance to oversee invoice generation and payment tracking.
- Track income and outputs against projections and provide regular reporting to Director of Development.
- Evaluation and build case for future scale up beyond the pilot.

E. Programme Governance & Reporting

- Ensure regular updates to Director of Development, Exec, others.
- Maintain programme documentation, risk logs, and progress against milestones.
- Ensure compliance with safeguarding, data protection, and reputational risk standards.

Person Specification – Essential Criteria (or Desirable where stated)

Experience Criteria

Qualifications/ Knowledge

- Programme or project management knowledge and experience - in training, education, learning and development, consultancy, or service development.
- Project Management qualification / evidence of CPD / and or equivalent experience
- Training qualification/ evidence of CPD / and or equivalent experience

Experience

- Of commercial or at scale training models, income-generation or consulting (developing, delivering, leading).
- Delivering high-quality training, in person and remote.
- Developing and implementing operational processes and systems.
- Ability to understand the safeguarding, data protection, and risk management requirements in the context of this programme and its training delivery.
- Ability to execute work to the highest standards, with demonstrable experience creating, delivering and working with external stakeholders and corporates.
- Experience in the third sector, corporate sector, social impact, health, wellbeing, mental health or gambling harm spaces.
- Knowledge of digital learning development (e-learning, microlearning, webinars).

Skills

- Ability to **work autonomously** and drive a programme from **concept to implementation**.
- Strong **stakeholder and relationship-management skills**, ideally with corporate or commissioning partners.
- Strong **communication skills**, able to translate complex issues (e.g. gambling harm, financial risk, wellbeing) for varied audiences.
- Ability to analyse data, insights and evaluation outcomes, working with GamCare's Data team,, leading to business reports/cases.

Circumstances

- Able to work flexibly to attend and deliver sessions, meetings and events outside of normal working hours, if required occasionally, and travel throughout the UK

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.