

Job Profile

JOB TITLE: Training and Development Coordinator (Armed Forces Development Project)	REPORTS TO: Project Manager (Armed Forces Development Project)
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JOB PURPOSE:

GamCare's Armed Forces Project will deliver training and engagement work to Armed Forces' personnel and the organisations that support them. The Project sits within GamCare's Business Development team, as an exploratory, thought leadership and stakeholder engagement Project.

This role will work alongside the Armed Forces Development Project Manager to co-ordinate key elements of the project, including developing and delivering a training programme, engaging organisations across the sector to build understanding of the specific needs of this cohort and embedding GamCare's offer into the wider support network.

DIMENSIONS:

- Direct Reports: None
- Budgets managed: £ NIL
- Financial targets: £ NIL
- KPIs related to training product development, training delivery, and stakeholder engagement

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Business development team for team meetings as well as wider development directorate and others in project management or support roles
- Liaison with other trainers and programme staff for insights and best practice sharing
- Comms team for promotion of the project and the training offer

External

- Day to day interactions with professionals interested in training (e.g Armed Forces or services that support them)
- Relationships with services who could aid the development of the project (e.g the Armed Forces, academics, healthcare services, Government departments etc.)
- Interaction with those who have lived experience of gambling harm in an Armed Forces setting

OVERALL ACCOUNTABILITIES:

- **Project support** – supporting the Project Manager with development of the project and its delivery, contributing to the project meeting its KPIs.
- **Training and resource design** – support Project Manager in the development of training content tailored for the Armed Forces, working in collaboration with other programmes at GamCare, stakeholders, researchers as well as people with lived experience.
- **Training** - deliver high-quality training to staff and volunteers working in the Armed Forces sector to raise awareness of gambling harm and how to signpost to gambling treatment support where needed. This will be delivered through remote and face-to-face sessions. Co-ordinate a diary of training sessions, including taking training referrals from other GamCare teams.
- **Stakeholder engagement** – co-ordinate stakeholder mapping, working with colleagues to minimise contact duplication. Attend external Armed Forces events and engage with relevant stakeholders to gather insights about support needs and promote our training offer. Support the Project Manager to facilitate thematic workshops and networking events.
- **Insight gathering** - feed insights gained from training work to the Project Manager, to contribute to the development of support models and further training for this cohort. Share insights and knowledge communicating key updates to GamCare staff, and externally where appropriate.
- **Equality and diversity** - build in adaptation of training sessions (in line with training best practice) to meet the needs of each learner group ahead of sessions, where possible.
- **Monitoring and evaluation** - collate feedback from learners to feed into the Project's evaluation through the use of debriefs, evaluation forms and follow-up.
- **Embedding gambling awareness** – work with stakeholders to embed gambling screening and signposting into their organisational processes.

Person Specification – Essential Criteria

Qualifications/ Knowledge:

- Trainer qualification (e.g., ITOL, Award in Education and Training level 3), OR proven experience of delivering accredited or structured training offers

Experience in:

- Designing, developing, planning and reviewing training courses in person (i.e., in a classroom) and remotely
- Delivering training products to a wide range of audiences in person and remotely.
- Co-ordinating day-to-day running of a project, contributing to project development and improvement.
- Stakeholder liaison and management; with experience securing buy-in for a project or idea.

Skills:

- Excellent communication skills, both verbally and written

Date:

- Well-developed interpersonal and facilitation skills
- Excellent organisational skills, with the ability to prioritise effectively and co-ordinate multiple workstreams simultaneously

Circumstances:

- Able to travel regularly to locations across GB to deliver training and attend events (occasionally outside normal working hours)
- Comfortable working in a home-based environment

Desirable experience in:

- Working with or alongside Armed Forces personnel or organisations
- Engaging service users to influence project or training design
- Gambling harm - either personally or through work experience
- Conducting learning/training needs analysis and evaluation methods

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.

Date: