

Job Profile

JOB TITLE: Project Manager (Armed Forces Development Project)

REPORTS TO: Senior Development Programme Manager

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.

The Project Manager will be responsible for setting up and managing the Project, which aims to raise awareness of gambling harm amongst the Armed Forces and related services, build understanding of the specific needs to better support this cohort, and embed GamCare's offer into the Armed Forces wider support network.

DIMENSIONS:

- Direct Reports: Training and Development Coordinator (Armed Forces Project)
- Budgets managed: Support Senior Development Programme Manager with management of c.£250,000p.a. Project budget
- Financial targets: £0
- KPIs: related to training development, delivery, stakeholder events, partnerships, comms exercises, evaluation.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Member of the Business Development Team, and the wider Development Directorate, liaising with the other Managers and project support roles
- Act as a primary point of information and contact for all Armed Forces matters across the Charity, including reporting to senior leadership
- Interaction with other managers (particularly programme and project managers), Senior Leadership Team, and where required Executive Leadership Team
- Brief new and existing staff
- Work in collaboration with Comms team members to develop Armed Forces case studies and comms campaign content
- Sharing Armed Forces insights gained from the Project with the organisation, particularly including frontline staff
- Liaise with the Programmes' team to ensure stakeholder management is optimised across the organisation
- Work with the Business Development Team to explore funding for future direction of the Project

External:

Contractors

- Procure external evaluator to run a Project evaluation

Strategic Partners

- Cultivate partnerships across GB with organisations that may lead to the improvement of project, project opportunities, and maintain existing partnerships with organisations across the key sectors, such as:
 - Armed Forces
 - Organisations supporting Armed Forces personnel and veterans
 - Academics
 - Healthcare services
 - Government departments (e.g., Ministry of Defence)
- Share insights gained throughout the Project with these stakeholders to improve knowledge of gambling harm within the Armed Forces
- This work will likely involve working with those with lived experience of gambling harm, and with people with disabilities and additional support needs

OVERALL ACCOUNTABILITIES:

- **Project management** - ensure the Project meets its KPIs by developing and prioritising project plans and the risk register, and leading a Steering Group
- **Line management** - line managing the Training and Development Coordinator by providing one-to-one support and performance management
- **Stakeholder engagement** - build partnerships with senior stakeholders serving in or supporting the Armed Forces, to raise awareness of the Project and explore future development opportunities, through organising themed insights workshops and networking events
- **Information and research** - gather insights on gambling harm in the Armed Forces (needs, demand for support, support models and terminology) and disseminate this internally to improve support and referral pathways, and externally, enabling relevant organisations to better identify and support those experiencing gambling harm
- **Evaluation** - build an evidence base of the Project's impact by procuring and overseeing an external evaluation
- **Reporting and governance** - meet governance and funding requirements by reporting on the Projects activities and KPIs
- **Involving lived experience** - maximise the Project's impact by involving those with lived experience of gambling harm in the Armed Forces in service design
- **Improving client support** - oversee the development of potential client support models that articulate how GamCare can offer bespoke support for gambling harm in the Armed Forces
- **Business development** - explore funding for future direction of the Project
- **Communications oversight** - ensure communications initiatives (including the development of case studies) are maximised and relevant for the target audience by collaborating with the Comms Team

Person Specification – Essential Criteria

Qualifications/ Knowledge

- Relevant project management qualification OR knowledge and experience of using project management tools and processes

Experience

- Experience working with or alongside Armed Forces personnel or organisations
- Setting up new initiatives including embedding processes, developing project plans, and setting objectives
- Managing projects/programmes with competing priorities and multiple workstreams to meet KPIs
- Supervising and developing staff
- Using a range of metrics to evaluate impact and inform future development

Skills

- Engaging senior stakeholders and securing buy-in
- Gathering and presenting information clearly and concisely
- Delivering presentations, leading strategic meetings and facilitating groups both internally and externally
- Engaging and involving service users / people with lived experience in programme/project development

Circumstances

- Able to travel to a number of locations across GB to attend meetings and events, occasionally outside normal working hours

Desirable

- Experience of gambling harm or other addictive behaviours (either personally or through work experience)
- Experience leading projects where gathering and disseminating learning and insights was a key outcome

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.