GamCare

Job Profile

JOB TITLE:	**REPORTS TO:**
Project Manager- Online Services	Senior Online Services Manager

JOB PURPOSE:

As GamCare's Project Manager- Online Services, you will be responsible for overseeing the project management of new and existing online support platforms and services, playing a crucial role in enhancing the digital experience for our service users and ensuring that projects are delivered within timescales and budgets.

GamCare's Remote Services team currently facilitate support across a growing number of channels which include the 24-hour National Gambling Helpline, chatrooms, forums, online appointments through practitioners and recovery coaches and an online guided self- help support programme. You will collaborate with staff and volunteers, harnessing the power of lived experience to ensure that projects are delivered collaboratively.

You will be responsible for owning the internal digital project plan, ensuring that projects are delivered within timescales and budgets.

DIMENSIONS:
- Direct Reports: 1x Digital Coordinator
- Deliverables and KPIs (Key Performance Indicators) within funder contractual agreements

INTERNAL AND EXTERNAL CONTACTS:
Internal
- Regular contact with other teams within Services directorate
- Performance reporting to system coordinator within Quality & Innovations directorate
- Effective working relationships with I.T and data teams

External
- Performance reporting to GamCare's funders
- Strong working relationships with external providers within the wider National Gambling Support Network (NGSN)

OVERALL ACCOUNTABILITIES:

- Set goals, define roles, and establish schedules for internal and external stakeholders in GamCare's digital services team.
- Own and manage internal project plans, ensuring resource allocation for key activities throughout the project lifecycle.
- Collaborate with the Online Services Manager to validate business requests, analyse project needs, and oversee project scoping and creative processes.
- Act as the primary contact for projects, working closely with internal stakeholders and external digital suppliers/agencies.
- Produce essential documents, including DPIAs, EDIAs, and Data Sharing Agreements, in collaboration with the Data Protection Officer.
- Lead change management initiatives, collaborating with internal communication, L&D, Digital working groups, and project delivery team.
- Line manage the Digital Project Coordinator, ensuring tasks are delegated with clear instructions and timelines.
- Motivate and lead the project team to achieve milestones on time and within budget.
- Identify, manage, and communicate project risks, implementing necessary changes as needed.
- Develop and manage internal communication plans, ensuring organisational understanding of Digital Transformation.
- Coordinate meetings and resources internally and with external suppliers/agencies.
- Create and update project documentation, including PID, project plans, RACI, and Risk registers.
- Keep stakeholders informed through weekly updates and meetings, reporting on deadlines, changes, and milestone achievements.
- Manage relationships and contracts with digital partner agencies, ensuring mutual accountability and deadline adherence.
- Oversee the ongoing implementation of projects, including the implementation plan.
- Support the vision of GamCare's digital transformation, building supporting documentation, project plans, and setting milestones for future phases.
- Work alongside internal data and quality colleagues to ensure effective data and usage mechanisms are implemented to ensure KPI's are evidenced.
- Understand user journey and use the information gathered to shape new services and ensure continuous improvement of online services.

Person Specification – Essential Criteria

Experience Criteria

Qualifications/ Knowledge

- A relevant certification, ideally in an Agile discipline such as Scrum.

Date:

Experience

- Experiencing in managing projects, working with designers, developers, internal clients and other external vendors (e.g. external design agencies).
- Experience in managing multiple online and digital projects across an organisation with a track record of delivering projects on time and within budget.
- Experience of working towards KPI's ensuring alignment with organisational objectives and driving performance improvements.

Skills

- Exceptional communicator with previous experience of managing projects and providing a proactive business support service
- Understanding of web technologies such HTML, CSS and JavaScript.
- Ability to manage front-end and back-end developers and designers with user experience in mind.
- Knowledge of applying Agile methodologies to project delivery
- Excellent organisational skills, including the ability to prioritise between competing tasks and deadlines and clearly communicate this to teams.
- Self-motivation and management of own workload

Circumstances

- Able to travel to GamCare's head office in London for meetings when required (approx. once per month)

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: