



Job Profile

JOB TITLE: Safer Gambling Evaluation Manager

REPORTS TO: Senior Safer Gambling Operations Manager

JOB PURPOSE:

This role will support the monitoring, evaluation and learning (MEL) process of projects, products and services offered by GamCare's Safer Gambling Team, who work closely with gambling operators to improve their approach to safer gambling. The role will also deliver the final stages of GamCare's good practice gambling industry codes project, ensuring key deliverables are achieved.

DIMENSIONS:

- Direct Reports: Not applicable
- Budgets managed: Not applicable
- Financial targets: Not applicable

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Collaborate with Safer Gambling Team and other directorates on internal projects relating to MEL.
- Present evaluation findings to senior internal stakeholders.
- Work closely with the Quality & Innovation (Q&I) Directorates to understand internal processes around MEL.
- Liaise with other teams such as Programmes and Development to scope and plan MEL work they may need support with.
- Act as key advocate and spokesperson for the Industry Codes project.

External

- Work with external companies to conduct research and gather data for evaluation.
- Work with potential clients to scope out their evaluation requirements when using our safer gambling products and services.
- Present evaluation findings to external stakeholders, including funders.
- Work with gambling operators and other stakeholders to iterate existing good practice codes.

OVERALL ACCOUNTABILITIES:

1. **Evaluation** – Lead the evaluation of GamCare's good practice gambling industry codes project, by ensuring there is a clear plan to gather and analyse data, draft the final report and communicate the results to key stakeholders.
2. **Project management** – Manage the industry codes project ensuring key deliverables are achieved. Make recommendations for closing / handing over the project, supported by findings from the evaluation, communicating effectively with stakeholders and establishing processes (if appropriate) when doing so.
3. **Project implementation** – Work closely with stakeholders to develop an updated version of GamCare's good practice codes for the gambling industry, ensuring that a clear benchmark is set for the display of safer gambling information in gambling venues and online. Use findings from the project evaluation as well as new sources of evidence to do this.
4. **Framework development** – Collaborate with other GamCare teams and external evaluation partners to develop a MEL framework for the organisation.
5. **Team development** – Help upskill colleagues to ensure appropriate data is captured for projects, products and services offered by the Safer Gambling Team, for instance providing coaching on basic data collection methods such as interviews and surveys.
6. **Project support** – Sit on working groups and attend team meetings across the organisation to advise staff on how to embed MEL into individual projects and ensure that tools and frameworks are used consistently.
7. **Business development support** – Contribute MEL plans to proposals for new work, collaborating with staff and prospective clients to make sure plans are effective and capture the necessary data.

Person Specification

Essential Criteria

1. Proven ability in synthesising, interpreting and reporting findings that enable effective decision making and influences audiences.
2. Excellent knowledge and application of using a range of quantitative and qualitative evaluation and research methods for data cleansing, collection, and analysis.
3. Experience leading on the design and implementation of MEL frameworks for several projects.
4. Excellent knowledge of maintaining data quality standards and research ethics and adhering to best practice with regard to these.
5. Experience of using data to inform the development of products, programmes or projects
6. Ability to work effectively and collaboratively with a wide range of stakeholders.
7. Strong written and verbal communication skills, including formal report writing skills, such as writing proposals for funding.

Desirable Criteria

Qualifications / Knowledge

8. Academic or professional qualifications in a relevant discipline.
9. Knowledge of the gambling sector and/or gambling harms.

Skills

10. Experience of project management, overseeing a project from inception through to completion, and establishing robust processes for on-going service management.
11. Good networking and social skills.

Circumstances

12. Flexibility in working hours and location, as per contract of employment.
13. Must be comfortable working in a home-based environment for long periods of time.
14. Must be prepared to work to a flexible schedule, available to travel as required.
15. Able to travel to and attend meetings and events outside of normal working hours if required.

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.

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