

## Job Description

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| <b>Job Title:</b>      | Ara Gambling Service Projects Manager                                  |
| <b>Responsible To:</b> | Gambling Service Delivery Manager                                      |
| <b>Direct Reports:</b> | Armed Forces Lead, Criminal Justice Lead, Recovery Sustainment Workers |
| <b>Based:</b>          | Bristol  |
| <b>Salary:</b>         | Manager 1 Rate (£34,411- £36,131)                                      |

### The Organisation

#### Role Purpose

The role of the Gambling Projects Manager is to provide leadership and line management to the members of the Ara Gambling Projects team so in turn, they can effectively manage their role to provide the best service to the Service Users.

This comprises:

- Armed Forces Gambling Support Network
- Criminal Justice
- Aftercare Service
- Peer Mentoring Project
- Other projects including cultural and linguistically diverse community projects as required.

The post holder will employ operational management to improve service quality and delivery, including resource management and planning for the projects, e.g. recruitment, training, and the management of serious performance issues i.e. disciplinary action.

Work collaboratively with the Ara Gambling Service Delivery Manager to provide a joined-up, Ara Gambling Service.

Operating at a strategic level in the future planning and performance of gambling projects and initiatives and suggesting improvements to the full range of gambling support services across the organisation.

Accountable for the development, implementation, quality, and evaluation of Ara's Gambling Projects, promoting achievement of performance targets and contract specifications.

#### Key responsibilities/accountabilities/specific duties

The post holder will be responsible for overseeing delivery of contract outputs and outcomes, increasing numbers accessing the service, and ensuring efficient, high-quality interventions.

Ensure clients receive the highest quality services that meet their individual needs, managing risk and improving accessibility to treatment, resulting in positive outcomes for clients.

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Responsible for the design and successful delivery of the Ara Gambling Projects and ensuring that all service processes are driven to maximise efficiency and quality.

The Gambling Service Projects Manager is accountable for ensuring all members of the Ara Gambling Projects Team adhere to all organisational and gambling policies and procedures, they are performing at their best and providing high quality support services to clients at all stages of interaction with Ara's Gambling Service.

### **Team Leadership & Management**

- Forward thinking in planning for change, ensuring staff are equipped with the skills and knowledge to deliver services in line with best practice and contract requirements.
- Provide leadership and mentoring to members of the Gambling Projects team.
- Recruit, select, develop, and retain colleagues.
- Ensure that all staff have appropriate line management, supervision, and appraisal.
- Providing learning opportunities for colleagues and facilitate training as appropriate.
- Ensure contingency plans and actions are in place to meet changes in circumstances and client needs.
- Modelling attitudes and behaviours to ensure Ara's Gambling Projects are of the highest quality.
- Ensure that poor performance is identified, addressed, and managed in line with organisational policies.
- Ensure the team are adhering to organisation policies and procedures in relation to all HR policies and procedures and attending regular supervisions.
- Establish, maintain, and use relationships within network to promote the organisation and its work.
- Promote the equality of opportunity and diversity in the organisation.

### **Risk Management**

- Ensure all staff are aware of risk management and safeguarding policies and procedures and apply them appropriately.
- Develop risk management plans and share information as appropriate in the best interest clients and the organisation.
- Undertake Safeguarding actions to protect adults at risk as appropriate, share information internally and externally as appropriate.
- Regularly review risk plans and amending plans as appropriate when circumstances change.
- Ensure systems are in place to assess, mitigate and manage risk to staff and in particular with reference to lone working.

### **Increase numbers accessing NGSN service**

- Ensure that Ara Gambling Projects are optimised to support improved accessibility and increased numbers of clients into treatment.
- Develop and maintain the relationship with all project commissioners.
- Collaborate with the South West and Wales Community Engagement Managers. Support and empower them to develop links with partner agencies across our geographical patch.

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## **Performance Management**

- Meet and exceed all Gambling Project contractual KPIs (Key Performance Indicators)
- Deliver accurate, real time performance management information (including service dashboards and other reports) to the Director of Gambling as required, and the wider Senior Management Team.
- Advise the Gambling Projects Team on current issues and policies affecting the sector, anticipating, and adapting to their impact on working practice, taking mitigating action where appropriate.

## **Liaison with other agencies**

- Represent the organisation at relevant meetings, providing information about Ara's Gambling Projects.
- Promote the organisation, Gambling Projects, and Ara's Gambling Treatment Service to relevant stakeholders, referral sources and treatment providers.
- Facilitate referrals between Ara's Gambling Treatment Service, other providers and treatment services through networking and sharing of service information to maximise the number of appropriate referrals.
- Publicise the Ara's Gambling Projects and Treatment Service, developments and changes to those services to stakeholders, referral sources and treatment providers.

## **Service Improvement**

- Undertake regular reviews in line with organisational policies and procedures.
- Utilise Client feedback to identify service improvements to meet Client needs.
- Support the Gambling Service Delivery Manager on the development of a quality Lived Experience offering.
- Actively seek best practice examples from elsewhere and implement as appropriate.
- Enable and encourage the team to make constructive criticisms, make appropriate adjustments and provide feedback when ideas are not feasible.

## **Other Activities**

- Observe all the organisation's policies, including but not limited to health and safety at work, equal opportunities, confidentiality, data protection, inclusion, and diversity policies.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

## **Skills, Experience & Knowledge**

- Substantial experience of working in a management role within relevant services
- Experience of the design, delivery and evaluation of similar services with the aim of embedding continual improvement to meet quality assessments and monitoring requirements.
- Experience of contract monitoring and outcome monitoring

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- Experience of working in partnership with a wide range of stakeholders, including an understanding of the monitoring and performance management requirements of large contracts
- Experience of developing partnership working with agencies across sectors
- Experience of service development and contributing to the strategic development of an organisation.
- Detailed understanding of the framework for commissioning and delivery of services
- Ability to lead and motivate a multidisciplinary staff team including the deployment of staff and the allocation of resources to meet service requirements.
- Ability to participate and negotiate at a high level with strategic partners and stakeholders.
- Group partnership and networking skills
- Experience of managing budgets and income generation
- Experience of multi-disciplinary and inter-agency liaison
- Experience of using research and evaluation to make informed decisions.
- Experience of working within a treatment service setting
- Excellent communication skills, clear written style, concise report writing and a methodical approach to work.
- High level of literacy and numeracy and the ability to produce succinct reports and costed proposals.
- Excellent Microsoft Excel skills.
- Good knowledge of health and safety, safeguarding, and data protection policies
- Lived experience welcome

### **Personal qualities**

- Confidence to lead and motivate a team to perform at their best.
- Understanding and experience of soft skills, and how important these are to successful leadership.
- Self-motivated and able to work under pressure.
- Friendly, approachable, helpful, patient, and passionate about supporting people.
- Demonstrates trust, openness, and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity.
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life.
- A positive individual with a 'can do', results driven approach and attitude.
- The ability to prioritise tasks and work under pressure.
- Flexible and adaptable to changing workloads.
- Professional boundaries in place
- A commitment to Ara's overall aims and objectives with an ability to present Ara in a way that is consistent with its philosophy.

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