



Gambling Harms Prevention Lead Job Pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply
- Information about working a 4 day working week

If you want to chat about the role you can contact lucy.stephenson@citizensadvicenlincs.org.uk

Our values and behaviours

Our values are the core beliefs we hold as an organisation. They act as guiding principles setting out our purpose and direction.

Our values are:

- We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.
- We're generous. We work together, sharing knowledge and experience to solve problems. We are honest and open and tell it like it is. We offer support and respect to everyone.
- We're responsible. We do what we say we'll do and keep our promises to each other, to our community and clients and our funders and partners. We remember we work for a charity and use our resources effectively.

Our values are upheld by our behaviours. Our behaviours demonstrate how we live our values every day and in every thing we do.

Our behaviours are:

- Compassion, consistency and connectedness. We are one team, whether working in project teams, across Citizens Advice North Lincolnshire or with our partners for the benefit of our clients and services. We demonstrate empathy and understanding and treat others with respect and kindness.
- Innovation, flexibility and resilience. We continuously seek more innovative ways of delivering services and overcome challenging situations. This enables us to find more effective and efficient ways of working that improve services to clients and enables the organisation to be sustainable ensuring continuity of support for our community.
- Integrity. We do the right thing even when nobody's watching. We act in the best interests of clients and the organisation at all times in all we do and consistently operate to the best of our ability. We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, funders, partners and clients.

- Accountability. Taking ownership for all we do, think and say is vital to creating an environment of honesty, openness and transparency particularly when it comes to delivering great services. We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.

3 things you should know about us

1. We're listened to - and our work has real impact. Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

2. Working collaboratively with our partners is important to us. We work closely with our partners across our Place. We believe we can achieve more for our clients and the community by working together.

3. We're committed to doing things differently. We have introduced a 4 Day Working Week to support wellbeing and productivity, with opportunities to opt in following probation.

Role Profile

This is an opportunity to join an established charity with an excellent local reputation as both a trusted partner and a great place to work. This newly created and strategically important role will lead the design, implementation and delivery of a new Gambling Harms Prevention programme across North Lincolnshire.

This is a prevention-focused role, responsible for coordinating and delivering a local approach to addressing gambling harms in partnership with the voluntary, community, faith and social enterprise (VCFSE) sector, statutory organisations and local communities.

The Gambling Harms Prevention Lead will drive the education, awareness, partnership development and lived experience elements of the programme, helping to ensure gambling harms are identified earlier, understood more widely, and addressed through coordinated preventative action.

The postholder will lead on building capability across the VCFSE sector and frontline workforce, strengthening referral pathways, reducing stigma, and embedding consistent approaches to the early identification and prevention of gambling-related harms. They will also ensure that lived experience is central to delivery, shaping how services are designed, communicated and continuously improved.

This role combines strategic leadership with hands-on delivery and requires strong partnership working, programme management and influencing skills, alongside practical experience in areas such as training, facilitation, communications and evaluation.

The Gambling Harms Prevention Lead will play an important role in supporting wider public health priorities, including reducing inequalities, strengthening community-based support, and helping to shift services towards earlier intervention and prevention.

We are an open, supportive and progressive employer that recognises people bring a wide range of transferable skills, experiences and perspectives. While experience in gambling harms or related sectors would be valuable, we are also keen to hear from candidates who may have less direct experience but can demonstrate the values, potential,

relationship-building skills and commitment needed to succeed in the role. Based on a candidate's experience we may appoint at the lower end of the salary scale, with support and development provided to help build knowledge and confidence within the post.

As an organisation, we are committed to developing modern and flexible ways of working that support both wellbeing and high performance. We operate a 4 Day Working Week model, enabling staff to work 80% of contracted hours while maintaining 100% pay and 100% productivity expectations. Following successful completion of probation, the successful candidate will be eligible to opt into the scheme, subject to organisational requirements and performance standards. We believe this approach supports a healthier, more sustainable working environment while continuing to deliver high-quality services for local people.

Main Duties and Responsibilities

Strategic Leadership and Programme Delivery

- Lead the design, implementation and continuous development of the Gambling Harms Prevention programme in line with agreed objectives
- Translate the programme vision into practical delivery, ensuring clear structures, processes, and accountability
- Champion a prevention-focused approach to gambling harms across the organisation and wider system
- Ensure delivery aligns with local priorities, including prevention, neighbourhood working, and reducing health inequalities
- Drive delivery of agreed outputs including awareness campaigns, training, peer support, and partnership development

Education, Awareness and Training

- Design and deliver a programme of education and awareness activity to increase understanding of gambling harms

- Develop and deliver training for VCFSE organisations and frontline professionals to build confidence in identifying and responding to risk
- Embed practical approaches such as brief interventions (e.g. Ask, Assess, Act) into partner practice
- Lead the development of accessible, non-stigmatising communications and campaign materials
- Ensure all materials are independent, evidence-based, and free from industry bias, working with lived experience and partners to review and adapt content

Partnership Working and System Integration

- Develop and maintain strong relationships with Public Health, statutory services, and VCFSE partners
- Establish and strengthen referral pathways to support early identification and coordinated responses to gambling harm
- Act as a key link between organisations to ensure a joined-up approach
- Represent the programme within Place-based partnerships, VCFSE Alliance structures, and wider networks
- Facilitate shared learning across partners, using data and lived experience insights to inform practice

Lived Experience and Co-Production

- Establish and support a lived experience reference group to inform delivery and ongoing development
- Ensure lived experience is embedded across all aspects of the programme, including training, communications and evaluation
- Facilitate or support lived experience-led peer support sessions
- Create safe, meaningful opportunities for people to influence and shape the programme
- Ensure approaches are trauma-informed, person-centred, and non-stigmatising

Monitoring, Evaluation and Learning

- Develop and oversee systems for capturing outputs, outcomes, and learning in line with KPIs and reporting requirements
- Monitor delivery against agreed targets including training reach, campaign activity, and engagement outcomes
- Use both quantitative and qualitative data (including case studies and partner feedback) to inform continuous improvement
- Contribute to quarterly reporting and annual evaluation outputs
- Ensure learning is shared locally and contributes to wider policy and practice development

Communications and Campaigns

- Lead the planning and delivery of local awareness campaigns aligned with national activity
- Ensure messaging reflects a prevention-focused, public health approach
- Work with partners to extend reach into communities, particularly underserved groups
- Support development of consistent language and messaging across the local system
- Use insight and data to target communications effectively

Operational Coordination

- Coordinate delivery across multiple strands of the programme, ensuring alignment and consistency
- Manage timelines, delivery plans, and reporting requirements
- Work closely with internal teams (including advice services) to ensure joined-up delivery without duplication
- Ensure appropriate governance, safeguarding awareness, and data protection practices are embedded across activity

Strategic Development and Sustainability

- Identify opportunities to strengthen and sustain gambling harms prevention beyond the life of the grant
- Contribute to funding bids, business cases, and future service development

- Support the development of an evidence base to inform future commissioning and public health policy
- Position the organisation as a leader in prevention-focused, VCFSE-led system change

General Duties

- Uphold the values and behaviours of Citizens Advice North Lincolnshire at all times
- Ensure equality, diversity and inclusion are embedded across all areas of work
- Work flexibly across locations including community and partner settings
- Undertake any other duties consistent with the role as required

Person Specification

Experience

- Leading or coordinating community based programmes
- Developing and delivering training, workshops or awareness programmes
- Building and managing partnerships across statutory and voluntary sectors
- Designing and implementing engagement or behaviour change initiatives
- Working with or embedding lived experience in service design or delivery
- Monitoring outcomes and using data to improve services
- Experience of working with vulnerable or underserved groups

Knowledge and Understanding

- Understanding of gambling harms and its wider social and financial impacts
- Knowledge of prevention, early intervention and behaviour change approaches

- Understanding of health inequalities and the role of community-based support
- Awareness of safeguarding, boundaries, and trauma-informed practice

Skills and Abilities

- Strong leadership and programme management skills
- Excellent communication and facilitation skills, with the ability to engage a wide range of audiences
- Ability to influence and build relationships across organisations and sectors
- Ability to analyse and interpret data to inform decision-making
- Strong organisational skills, able to manage multiple priorities
- Confident using digital tools and systems for communication, reporting and collaboration

Values and Approach

- Commitment to prevention, equity and reducing inequalities
- Strengths-based, person-centred and trauma-informed approach
- Collaborative and partnership-focused working style
- Commitment to continuous learning, reflection and improvement
- Passionate about empowering communities and strengthening local systems

Terms and conditions

1. Proficient salary

£35,907 per annum.

2. Contract type

The current contract is currently secured to 31st March 2028.

3. Flexibility

We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business.

4. Employee assistance scheme

We provide an employee assistance scheme managed by LifeWorks.

Benefits include:

- 24/7 - 365 telephone helpline
- LifeWorks online support website
- LifeWorks app
- 6 sessions of face to face counselling per issue – unlimited issues per annum
- Employee legal helpline
- Consulting services – financial, debt advice, housing, relocation, parenting, eldercare, work performance, health and wellness advice and much more
- Childcare and eldercare matching service
- Savings on everyday purchases and life events
- Access for family members and dependants – excluding counselling and legal advice

5. Annual leave

Annual leave is 28 days from 1st January to 31st December, plus 8 bank holidays. We offer additional long service leave of 5 days after 4 years of employment.

6. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme via Nest Pensions. Our contribution to the pension is 3 percent.

Further details of this scheme will be provided to the successful applicant at offer and contract stage.

7. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments will be provided and you will be encouraged to take an active role.

8. Disclosure and Barring Service checks (DBS)

The post is subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

9. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

10. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

11. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

12. Location

Scunthorpe Central, Scunthorpe, North Lincolnshire.

This is a hybrid role and the successful candidate will be able to work between home, community venues and the office.

13. Hours of work

This role is full time working 36.25 hours per week.

14. 4 Day Working Week

Citizens Advice North Lincolnshire operates a 4 Day Working Week model as part of our organisational approach to supporting wellbeing, retention and productivity.

Under this model, staff work **80% of their contracted hours while maintaining 100% of pay and 100% of expected productivity and outcomes**. The focus is on delivering high-quality work within a reduced working week, supported by effective ways of working and strong team collaboration.

Participation in the 4 Day Working Week is not a contractual entitlement. The successful candidate will be eligible to opt into the 4 Day Working Week following successful completion of their probationary period, subject to meeting required standards of performance, contribution and service delivery.

The 4 Day Working Week operates within an organisational framework to ensure service delivery, team capacity and organisational priorities are maintained. Participation is therefore conditional and may be reviewed, amended or withdrawn in line with organisational needs.

The recruitment process and how to apply

Please email your CV and cover letter alongside your answers to the below questions to recruitment@citizensadvicenlincs.org.uk

1. Please tell us about your experience of designing or delivering community-based programmes. What was your role, what did you do, and what difference did it make?
2. Please tell us about your experience of building and working in partnership with other organisations, particularly across the voluntary, community or statutory sectors. How did you develop relationships and what was the impact?
3. Please tell us about your experience of or understanding of the importance of working with or embedding lived experience in service design, delivery or improvement. What approach did you take and what difference did it make?
4. Please tell us about your understanding of gambling-related harm (or a comparable issue such as financial hardship, addiction, or mental health), and how prevention and early intervention can reduce harm.
5. Please tell us about your IT skills including use of CRM systems, databases, MS Office, Google Suite and digital collaboration tools.

***Please note** we will use the information you provide in your answers to these questions to decide whether or not to invite you to an interview. Please provide examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

The deadline for applications is **16 June 2026**

Interviews will be held on **week commencing 22 June 2026**

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you

have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a

conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.