



EPIC
RISK MANAGEMENT



Harm Prevention Manager

Candidate Application Pack

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Harm Prevention Manager

Introduction:

Most people can gamble and stay in control of time, money and cognition. However, there is a small percentage, but significant number, of people who lose control of one or more of these through gambling. The effects can be devastating, including relationship breakdown, bankruptcy, criminal activity and, in the most tragic cases, suicide.

After suffering and overcoming a pathological gambling disorder myself, for over a decade, I know first-hand the devastating effect it can have, not only on the person suffering the addiction but also those around them including family, friends, employers and wider society.

Employers have a responsibility to provide a safe place to work and a duty of care for their employees' welfare. Failure to do so can have legal, regulatory, financial, reputation, brand and most importantly human implications.

I am very proud that the EPIC team works tirelessly with employers and their employees to take the problem out of gambling. We put lived experience and subject matter experts at the heart of all our prevention programmes.

We work in the highest risk sectors, statistically and evidentially, we provide sector leading training, education, awareness and advisory services across elite sport, financial services, criminal justice, the armed forces, direct education to children aged 14+ and selected gambling industry clients.

Thank you for your interest in this Job Description.

Paul Buck

**Chief Executive
EPIC Risk Management**

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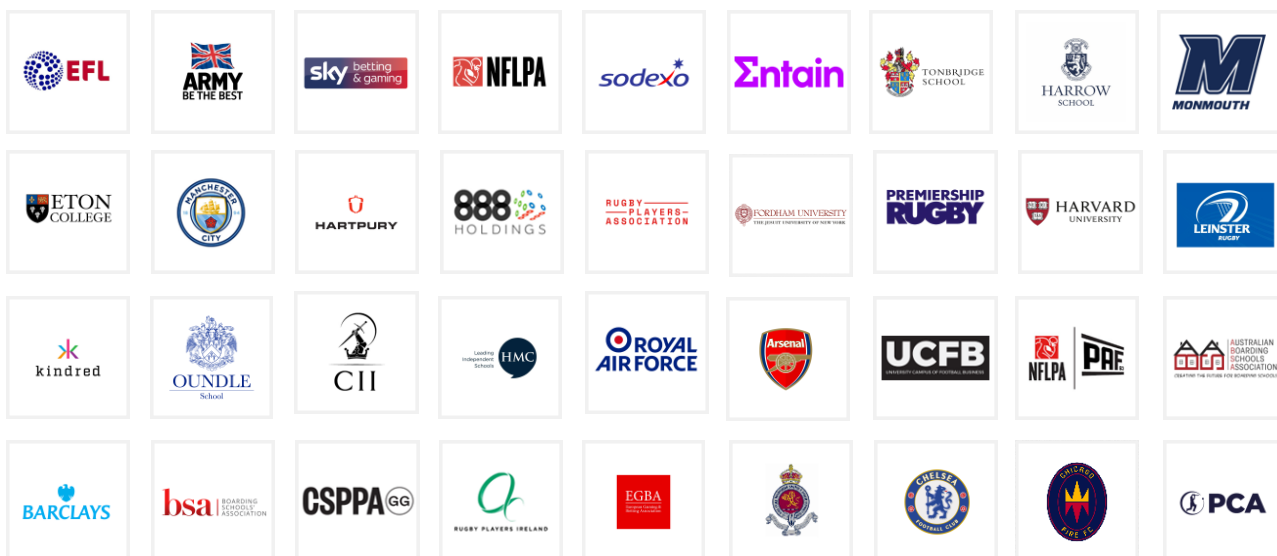
Who we are:

EPIC Risk Management (EPIC) is a globally leading independent gambling harm minimisation consultancy. EPIC raises awareness of gambling-related harm in order to identify and mitigate the human, financial, brand and reputational risks that problem gambling can create.

We work across multiple high-risk sectors such as professional sports, the gambling industry, education and financial services. We offer a range of services such as raising awareness through accounts of lived experience through to creating class leading training to help customer service staff interact with customers who may be showing signs of harm.

Our work delivers real impact and is a key element in the strategy to reduce gambling harm. As a result of our success we are now looking for someone to join our team to help in this vital endeavour.

Who we work with:



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Harm Prevention Manager

What you will do:

As Harm Prevention Manager, you will play an instrumental role in the delivery of several key gambling harm minimisation programmes. Using your lived experience of gambling related harm, you will bring to life the negative impacts that can happen as a result of excessive gambling and provide valuable insight to fulfil our company mission: ***Learning from lived experience, we aim to take the problem out of gambling.***

Reporting to the Head of Safer Gambling, you will demonstrate excellent client relationship, passion for preventing gambling related harm and the ability to effectively challenge and innovate. Working directly with our clients from the gambling industry you will maintain and continuously improve the quality of our programmes which will use your experiences with gambling to raise awareness and enact change within the industry itself.

Fundamental in the execution of groundbreaking industry programmes, you will facilitate pioneering training material to our clients as well as consulting on innovative new projects where lived experience opinion is vital in managing positive change.

At EPIC we believe that listening the voices of those that have experienced gambling related harm is the most effective and impactful way to make a difference. We only work with operators within the gambling industry that we believe truly listen and act on our advice. We are looking for you to be that voice, a voice of authenticity, healthy challenge and one that will speak up on behalf of those customers at risk.

EPIC offer world leading training programmes to the gambling industry, designed and presented by those who have been affected. As well as training front line staff, we provide consultation and strategic advice to some of the world's biggest names in the industry.

Our lived experience colleagues are surrounded by expert resources in order to be successful, from training gurus and communications experts to researchers and creative designers, we put our people at the heart of what we do and set you up for maximum potential.

How you will do it:

- You will deliver high-impact personal accounts of your experiences with gambling, highlighting the potential dangers and how our clients can mitigate this risk.
- As an excellent facilitator you will represent EPIC both domestically and internationally with key clients across all high-risk sectors delivering training sessions to those who can really make a difference. This role will primarily be conducted from home on a remote basis but will involve international travel and overnight stays of up to a week at a time.
- You will keep up to date with industry news and research on a worldwide scale, maintaining EPIC's position as global experts in this field.
- You will be passionate about reducing the risk of gambling harm and will have a genuine passion for helping our clients understand the issue as well as helping them improve.
- Create great working partnerships with our clients ensuring that we are constantly delivering our best work and fulfilling their needs.
- You will have an understanding of learning and development techniques and strive to maintain your own personal development along the way.
- Collaborate on important consultation projects, providing a deep insight into how our clients can improve and challenge them in the right way to think differently about safer gambling practices.
- Demonstrate a clear passion for reducing gambling related harm and be aligned to the company's values, aims and objectives.
- Work collaboratively with the wider team in order to support the ongoing success of EPIC
- Use your strong networking capabilities, representing the EPIC brand globally
- Be independently driven and able to own and manage a project to a high standard

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To be successful in this role you'll need the following skills and experience:

Essential Skills and Experience

- Lived experience with gambling related harm (previous gambling addiction)
- A minimum of 12 months sustained recovery from your addiction
- Adaptability and agility in your approach
- Great presentation and public speaking skills
- Effective communication, negotiation and relationship management skills
- Organisation, self drive and leadership skills
- IT skills: proficient in Office 365 suite
- Leadership and the ability to 'make things happen'
- Coaching skills
- The ability to work to tight deadlines and under pressure

Desirable Non-Essential Skills

- Experience of creating and delivering training programmes
- A background in working within the gambling industry
- Previous experience in a coaching or leadership environment
- A working knowledge of customer experience/complaints or call handling environment

What you'll get from us:

- A competitive salary
- 23 days holiday + public holidays
- 2 discretionary days off to be used for your birthday, a charity day or wellbeing day
- Access to the company stakeholder pension through True Potential
- A modern working environment
- Employee Assistance Program
- Being part of a team that is saving lives in a recovery-based environment
- Working for a development focussed company awarded the Investors in People Gold Standard

Please send your CV and a 1-page document explaining why you want to join our team to: recruitment@epicriskmanagement.com

Closing date: 26th September 2021



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