



Chair for Betknowmore UK Board of Management

Role Application Pack

A warm welcome to Betknowmore UK

Thank you for your interest in the role of Chair at Betknowmore UK.

When I established Betknowmore UK in 2013, gambling was the ‘hidden addiction’. Today it is increasingly recognised as an emerging public health issue, one that is receiving government, NHS, and local authority attention.

I personally lived with a gambling addiction for over 20 years. Starting from the school playground, through my teenage years, into adulthood, gambling had a massively negative impact on every part of my life, and unfortunately, onto family, friends and employers.

By my thirties, I gambled without control, my life became increasingly chaotic including involvement with criminal activity, and conversely, this is what ‘saved’ me. In 2006, I was arrested, journeyed through the criminal justice system, and received a suspended custodial sentence. The trauma of that experience, plus the untold harm and stress it caused to my family, placed me into a state of acceptance. I recognised that I had to change, if not for me, then for them.

I committed to recovery, and engaged with various therapies, counselling and mental health training, and volunteering. The change was rapid. After joining the YMCA in 2007 and supporting young offenders to rehabilitate, I decided to enrol onto a government business start-up scheme with the purpose of creating an organisation that could fill what I perceived to be ‘gaps’ in gambling support and treatment. In December 2013, Betknowmore UK was established in Islington, London, as a social enterprise.

Today the Betknowmore UK ‘family’ continues to grow, full of highly committed, knowledgeable, hard-working individuals, working towards our shared vision, mission and values. Together, with our many partner organisations, we provide support and training services to address personal and societal issues triggered by gambling harms. In late 2020, Betknowmore UK became a registered charity, and this is an open invitation to join us and support our mission.

Gambling should never compromise health. Please consider working with us to challenge where it does.

Yours faithfully,



Frankie Graham

Frankie Graham
Founder & CEO, Betknowmore UK

Introducing Betknowmore UK

About us

Established in December 2013, Betknowmore UK's mission is to address gambling related harm in UK communities. Betknowmore is a leading provider of gambling support and training services. We provide award-winning services which embrace the insight and knowledge of 'Experts by Experience' combined with evidence-based approaches. At our core is the 'lived experience' of gambling dependency and recovery, from the Founder to the support team to the Management Board.



We **work locally** within communities, helping them to be aware, supported and resilient to gambling harms



We **work nationally**, within partnerships, sharing our learning and experience to support new and exciting work across the UK



We **work independently**, staying true to our mission and values, working occasionally in a shared space with different stakeholders and remain open to scrutiny and review

2014

First gambling support community hub addressing gambling related harm and complex co-morbidities. Including accredited outreach support and mentoring programme.

2017

'Don't Gamble with Health project'. First rapid support service to licensed betting shop customers. Winner of Royal Society of Public Health 'Health on the High Street' award 2018.

2020 (continued)

Peer Aid launched. The first peer support service to integrate with the National Gambling Treatment Service.

2016

London representative as winner of Big Lottery's People's Postcode Lottery.

2020

Multiple training programmes launch, addressing suicide first aid, workplace gambling and clinician training.

The role of lived experience

“We want people to be empowered, to live the life they want to lead”

Lived experience provides personal insight, knowledge and empathic understanding. It is, and will be, at the core of all of Betknowmore’s work.

From the outset, experts by experience have played a key role in co-producing, delivering and evaluating our services. We seek to combine the donation of lived experience, with evidence-based approaches.

One of our proudest achievements as an organisation, includes supporting individuals to overcome gambling harms, then providing the pathway for them to move into paid employment within Betknowmore UK and the gambling support sector.

We strongly believe Experts by Experience’s are an invaluable addition to the national treatment and support network, bringing with them new learning from the broad church of EBE voices and opinions. Our new service, Peer Aid, will be at the forefront of this work.

Peer Aid

Peer Aid is a new peer support service developed and provided by Betknowmore UK, in partnership with GamCare, for those affected by gambling harms across London and the UK.

Many clients have fed back that a key part of their journey of recovery is connecting with others in similar situations in order to share experiences and support one another. Peer Aid is designed, developed and delivered by individuals with lived experience of gambling harms.



GAMBLING SUPPORT FROM EXPERTS BY EXPERIENCE PEER AID

'I've stopped gambling, I'm in a safe space, now I'd like to help others...'

PEER AID PROVIDES A NETWORK OF PEER SUPPORT, THAT EMBRACES THE KNOWLEDGE AND INSIGHT GAINED FROM 'LIVED EXPERIENCE' OF GAMBLING HARMS AND RECOVERY.

We are recruiting **experts by experience** to become volunteer **PEER AID SUPPORTERS**. Working together, **inspiring hope**, demonstrating the possibility of recovery from **gambling-related harms**. We provide **FREE** training, including the **NCFE Level 2 Award in Gambling Peer Support**, expenses, help and guidance for your own personal development.

To set up an informal, friendly chat and to find out more:
Email: matt@peeraid.org **Freephone:** 0800 041 8449
Or request an application pack at recruitment@peeraid.org

Moving forward

Betknowmore UK is an ambitious, young charity. We seek sustainable growth, achieved through evolving strategic planning and learning, diversity of income streams and strong partnerships with organisations with shared values.

Our Vision

We want people to be empowered, to live the life they want to lead.

Our Mission

We aim to achieve our Vision by making it our Mission to:

‘Provide support and training services that prevent and address personal and societal harms caused by gambling.’

Our Values



We believe in **providing support** to empower and build hope



We believe in recognising & understanding **diverse & under-represented communities**



We believe in creating connections through **lived experience**



We believe in carrying out our activities with **honesty and integrity**

Moving forward

Our strategic objectives

- Improve the health and wellbeing of those affected by gambling harms
- Increase access to appropriate support and treatment
- Increase awareness of gambling harms in diverse communities
- Strengthen the impact made by experts by experience

Strategic enablers

- Recognition that gambling harms are a Public Health concern
- Emergence and strengthening of health and wellbeing agenda
- Digital transformation of personal, social and community connections
- Sustained shift to homeworking, geographically dispersed workforces and isolated working
- Widening network of friends and collaborators in lived experience community and gambling spaces
- Developing a trading entity to host training and consultancy programmes to meet our mission in other environments and generate income for the charity

National Strategy to Reduce Gambling Harms

Our work supports and is aligned to the National Strategy to Reduce Gambling Harms, as overseen by the Gambling Commission. More details are available by [clicking here](#).



National Gambling Treatment Service

We work within the National Gambling Treatment Service, our Peer Aid service is integrated within GamCare's treatment pathway.



RET donation system

As a charity working within the gambling space, income is also derived via the sector's Research, Education, Treatment (RET) donation system and is subject to our Ethical Income policy. More details are available by [clicking here](#).

Charity services snapshot



Peer Aid

- EBE accredited training to achieve Level 2 Gambling Peer Support
- Peer Supporters work alongside GamCare clinicians to provide enhanced support offer to clients
- Building an effective and resilient EBE network, within the National Gambling Treatment Service



Community Services

- Targeted 1:1 support via BI and other intervention models
- Community-led activities to raise awareness and upskill organisations
- Bespoke recovery and personal development activities to address 'legacy harms'



Digital Hub

- Bespoke range of services & content for digital platforms
- Video podcast and information platform
- Collaboration on integration of digital and support mechanisms



Research & Policy Themes

- Women's gambling
- Experts by Experience
- Marginalised Communities
- Mental Health



Miscellaneous Projects

- Football Fans and Betting
- Local Authority Trigger Questions (NIHR)
- Gambling Related Financial Harms

Chair role description

Remuneration:	The role of Chair is not accompanied by any financial remuneration, although travel and other expenses may be claimed
Location:	England
Time commitment:	5 Board meetings per year. The Chair is also expected to have regular meetings with the Chief Executive, and also represent the Charity at various events and meetings with key stakeholders.
Reporting to:	Board of Trustees (Executive Committee)

Objective

The Chair will hold the Board and Executive Team to account for the Charity's mission and vision, providing inclusive leadership to the Board of Trustees, ensuring that each trustee fulfils their duties and responsibilities for the effective governance of the charity. The Chair will also support, and, where appropriate, challenge the Chief Executive and ensure that the Board functions as a unit and works closely with the entire Executive of the charity to achieve agreed objectives. He or she will act as an ambassador and the public face of the charity in partnership with the Chief Executive.

Principal responsibilities

Strategic Leadership

- Provide strong leadership to the charity and its Board, ensuring that the Charity has maximum impact for its beneficiaries
- Ensure that Trustees fulfil their duties and responsibilities for the effective governance of the Charity
- Ensure that the Board operates within its charitable objectives, and provides a clear strategic direction for the Charity
- Ensure that the Board is able to regularly review major risks and associated opportunities, and satisfy itself that systems are in place to take advantage of opportunities, and manage and mitigate the risks
- Ensure that the Board fulfils its duties to ensure sound financial health of the charity, with systems in place to ensure financial accountability

Chair role description

Governance

- Ensure that the governance arrangements are working in the most effective way for the Charity
- Develop the knowledge and capability of the Board of Trustees
- Encourage positive change where appropriate Address and resolve any conflicts within the Board
- Appraise the performance of the Trustees and the Board on an annual basis
- Ensure that the Board of Trustees is regularly refreshed and incorporates the right balance of skills, knowledge and experience needed to govern and lead the charity effectively, and which also reflects the wider population
- Work within any agreed policies adopted by the charity

External Relations

- Act as an ambassador for the cause and the charity
- Maintain close relationships with key members of the Government and with key influences
- Act as a spokesperson for the organisation when appropriate
- Represent the charity at external functions, meetings and events
- Facilitate change and address any potential conflict with external stakeholders

Efficiency and Effectiveness

- Chair meetings of the Board of Trustees effectively and efficiently, bringing impartiality and objectivity to the decision-making process
- Ensure that Trustees are fully engaged and that decisions are taken in the best, long-term interests of the Charity and that the Board takes collective ownership
- Foster, maintain and ensure that constructive relationships exist with and between the Trustees
- Work closely with the Chief Executive to give direction to Board policy-making and to ensure that meetings are well planned, meaningful and reflect the responsibilities of trustees
- Monitor that decisions taken at meetings are implemented.

Relationship with the Chief Executive and the wider management team

- Establish and build a strong, effective and a constructive working relationship with the Chief Executive, ensuring s/he is held to account for achieving agreed strategic objectives
- Support the Chief Executive, whilst respecting the boundaries which exist between the two roles
- Ensure regular contact with the Chief Executive and develop and maintain an open and supportive relationship within which each can speak openly about concerns, worries and challenges
- Liaise with the Chief Executive to maintain an overview of the Charity's affairs, providing support as necessary
- Conduct an annual appraisal and remuneration review for the Chief Executive in consultation with other Trustees
- Ensure that the Chief Executive has the opportunity for professional development and has appropriate external professional support

Additional information

The Vice-Chair acts for the Chair when the Chair is not available and undertakes assignments at the request of the Chair. The above list is indicative only and not exhaustive. The Chair will be expected to perform all such additional duties as are reasonably commensurate with the role.

In addition to the qualities required of a Trustee of the charity, the Chair must also meet the following requirements:

Personal qualities

- Demonstrate a strong and visible passion and commitment to the charity, its strategic objectives and cause
- Personal gravitas to lead a significant national organisation
- Exhibit strong inter-personal and relationship building abilities and be comfortable in an ambassadorial role
- Demonstrate tact and diplomacy, with the ability to listen and engage effectively
- Strong networking capabilities that can be utilised for the benefit of the charity
- Ability to foster and promote a collaborative team environment
- Ability to commit time to conduct the role well, including travel and attending events out of office hours

Experience

- Experience of operating at a senior strategic leadership level within an organisation
- Successful track record of achievement through their career
- Experience of charity governance and working with or as part of a Board of Trustees
- Experience of external representation, delivering presentations and managing stakeholders
- Significant experience of chairing meetings and events

Knowledge and skills

- Broad knowledge and understanding of the Civil Society sector and current issues affecting it
- Strong leadership skills, ability to motivate staff and volunteers and bring people together
- Financial management expertise and a broad understanding of charity finance issues
- Good understanding of charity governance issues

Terms

The charity's Chair (and board members) will serve a three-year term to be eligible for re-appointment for one additional term.

In addition to chairing the main Board meetings, the Chair has the right to attend the three sub-committees, which all meet quarterly.

Safeguarding

All Board Members should ensure that they are aware of their safeguarding responsibilities and take responsibility for promoting and safeguarding the welfare of vulnerable adults and young people. This will include completing a Standard DBS check.

Terms of Appointments - Chair

Remuneration

The role of Chair is unremunerated.

Time commitment

Up to five Board meetings per year, plus at least one Committee membership with three to four additional meetings per year. On-going communications with the CEO. Chair is also expected to attend occasional public or private events, e.g., supporter/fundraising events, strategic planning Board away days and public profile events.

Our Chair is required to agree to abide by the Trustees' Code of Conduct and to declare as appropriate their business interests.

Location of meetings

Voluntary Action Islington
200A Pentonville Road
London, N1 2JP

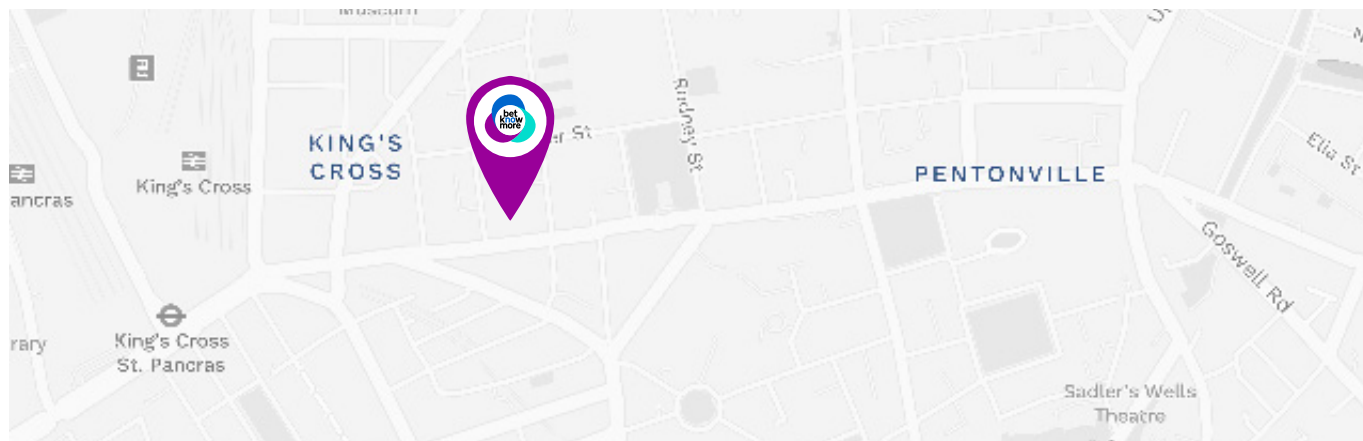
Remote meetings via a digital service may be organised as alternative to face-to-face meeting.

Expenses

Reasonable out of pocket travel expenses will be reimbursed.

Terms

Trustees will serve an initial three-year term to be eligible for re-appointment for two additional terms of three years each.



To be considered for the role

To express an interest in the role and to be considered, please submit the following:

- ☒ A detailed and up-to-date CV.
- ☒ A supporting statement that addresses all criteria in the Person Specification and outlines your motivation for applying.
- ☒ Details of your availability on the dates provided in the timetable in appendix one.

Completed expressions of interest should be submitted by email to:

Subject Heading: Chair Application

Email: recruitment@betknowmoreuk.org

Please also ensure you have also completed and submitted the equal opportunities monitoring form provided in appendix 2. The information on the form will be treated as confidential and used for statistical purposes only. The form will not be treated as part of your application.

If you have any queries about any aspect of the appointment process, need additional information or wish to have an informal and confidential discussion, then please contact the recruitment team in first instance at: recruitment@betknowmoreuk.org

Equal opportunities

Betknowmore UK is fully committed to eliminating discrimination and promoting equality and diversity in our workforce and employment practices, in the work we undertake, and in the provision of all our services. We therefore expect all of Betknowmore UK employees, regardless of status, to be willing and able to make a positive contribution to the promotion and implementation of Betknowmore UK Equality and Diversity policy (appendix 3)



W: www.betknowmore.org | T: 0800 066 4827 | E: info@betknowmoreuk.org

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