



Secretary for Betknowmore UK Board of Management

Role Application Pack

A warm welcome to Betknowmore UK

Thank you for your interest in the role of Secretary 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.



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

Secretary role description

The role of the Secretary is to support the chair by ensuring the board functions smoothly. The secretary may carry out their duties directly or delegate them to a member of staff and ensure that they have been carried out.

In addition to the general responsibilities of a trustee, duties of the secretary are as follows:

- Preparing agendas in consultation with the chair and chief executive, and circulating them and any supporting papers in good time
- Making all the arrangements for meetings (booking the room, arranging for equipment and refreshments, organising facilities for those with special needs, etc)
- Receiving agenda items from other trustees/staff
- Checking that a quorum is present
- Taking minutes (or being responsible for them being taken) and circulating draft minutes to all trustees
- Ensuring that the minutes are signed by the chair once they have been approved
- Checking that trustees and staff have carried out actions agreed at a previous meeting
- Circulating agendas and minutes of the annual general meeting and any special or extraordinary general meetings (where required)
- In organisations that are companies, fulfilling the functions of a company secretary if these responsibilities have not been delegated to a member of staff
- Sitting on appraisal, recruitment and disciplinary panels as required

Safeguarding

All Trustees 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.

Person specification

In addition to the person specification for a trustee, the Secretary should have the following qualities:

- Organisational ability
- Knowledge or experience of business and committee procedures
- Minute-taking experience, if this is not being delegated to staff

A commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership. Candidates should not have an existing or previous connection to the gambling industry or derive an income through gambling services and activities.

Terms of Appointments - Secretary

Remuneration

The role of Secretary 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. Trustees are also expected to attend occasional public or private events, e.g., supporter/fundraising events, strategic planning Board away days and public profile events.

The Secretary 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

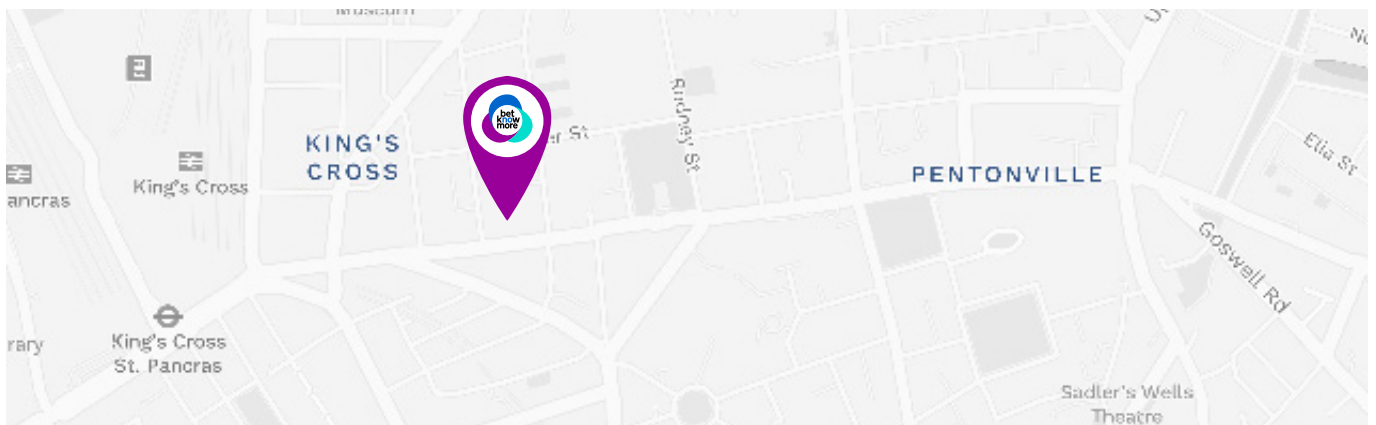
Remote meetings via a digital service may be organised as alternative to face-to-face meeting.

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: Secretary 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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