



Head of Support Services (full-time)

Job application pack

Introducing Betknowmore UK

About us

Established in December 2013, Betknowmore UK's mission is to deliver services that prevent and address personal and societal harms related to gambling, and to challenge the inequalities that shape people's experiences, opportunities and outcomes. 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 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 Support Network.

2023

Joins the National Gambling Support Network as a UK-wide support provider.

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.

2022

New Beginnings launched. A women only support service providing a safe space for women affected by gambling harm.

2026

Our prevention and support services were commissioned by the NHSE, OHID and Public Health Scotland.

Role Specifics

Location:	Hybrid, with regular presence in our London Hubs and UK travel as required
Line manager:	Director of Services
Hours:	Full time (35 hrs pw)
Direct Reports:	Peer Aid Service Managers, New Beginning Service manager, Affected Others Lead, Triage team manager, other staff/contractors as required
Salary:	£50,000 - £54,000 FTE (depending on experience)
Probation period:	6 months

Role Purpose

The Head of Support Services provides strategic and operational leadership across Betknowmore UK's support services, including our Triage, Peer Aid, New Beginnings and Affected Other teams.

The postholder will lead the development of a strong and sustainable London-based service offer, establishing Betknowmore UK's presence and reach across the capital.

The postholder will be responsible for ensuring that services are safe, effective, responsive person-centred and delivered to a consistently high standard. They will lead service managers, oversee performance and workforce capacity, strengthen pathways into and through support, and ensure that services achieve their contractual, quality and impact objectives.

The Disclosure & Barring Service (DBS) - Disclosure

Betknowmore UK aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Betknowmore UK welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant. As Betknowmore UK meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198. All applicants who are offered employment will be subject to a criminal record check from the Disclosure & Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Job Description

Key Accountabilities & Responsibilities

Services Oversight and Leadership

- Provide operational oversight and leadership across Betknowmore UK's peer support services.
- Ensure services are delivered safely, timely, effectively and in line with organisational values, support models and commissioning requirements.
- Provide effective line management to direct reports, ensuring they have clear objectives, responsibilities and performance expectations and are effectively held to account for delivery.
- Maintain oversight of service demand, capacity, waiting times, access and service users' pathways.
- Identify and address operational challenges, risks and barriers to effective delivery.
- Promote integration and collaboration across all support services.

Performance and Continuous Improvement

- Monitor service performance, quality and outcomes and ensure timely action is taken where concerns arise.
- Use data, service user feedback and evaluation findings to inform service improvement.
- Work with the Quality Assurance Manager to ensure that support services meet organisational and external quality standards.
- Work with the Head of Research & Evaluation to strengthen outcome measurement and demonstrate service impact.
- Ensure digital systems, including CRM and Airtable, are used confidently, effectively and consistently to support service delivery, case management, performance monitoring and reporting.
- Ensure service data is accurate, complete and recorded in a timely manner, and that it is collected, stored, accessed and shared securely in accordance with UK GDPR, information governance requirements and organisational policies.
- Contribute to audits, service reviews and improvement planning.

Key Accountabilities & Responsibilities continued...

Safeguarding and Risk Management

- Ensure that safeguarding and risk management procedures are understood and consistently applied across support services.
- Maintain oversight of service-level risks and ensure significant concerns are appropriately escalated.
- Support managers and staff to work safely with people experiencing complex needs and gambling-related harm.
- Ensure trauma-informed, psychologically informed and person-centred principles inform the design and delivery of support services and are consistently embedded in practice.

Workforce Development and Support

- Ensure staff and volunteers receive effective induction, supervision, appraisal, role-specific training and ongoing development, aligned with Betknowmore UK's Competency Framework.
- Identify workforce development needs through service performance reviews and staff and volunteer feedback.
- Promote a supportive, psychologically informed culture that recognises the strengths and particular needs of a lived-experience workforce.
- Maintain a strong focus on staff and volunteer wellbeing, ensuring appropriate support, reflective practice and arrangements to respond to stress, burnout and the emotional demands of the work.
- Ensure volunteers are effectively recruited, trained, supervised and supported, with clear roles, boundaries and development opportunities.
- Support workforce planning, recruitment, retention and succession planning across the support services

Key Accountabilities & Responsibilities continued...

Service Development and Partnerships

- Contribute to the development and improvement of existing services and new support models.
- Build and maintain effective relationships with commissioners, treatment providers and referral partners.
- Support the development of clear and effective referral, escalation and onward-support pathways.
- Represent Betknowmore UK at relevant external meetings and partnership forums.
- Contribute to funding bids, service mobilisation and reporting where required.

Financial and Resource Management

- Manage delegated service budgets and resources effectively.
- Ensure services are appropriately staffed and resources are aligned with demand and contractual requirements.
- Identify capacity, financial and sustainability risks and escalate these appropriately.
- Contribute to service planning, forecasting and budget development.

General Responsibilities

- Champion lived experience and co-production across support services.
- Promote equality, diversity, inclusion and equitable access to support.
- Uphold Betknowmore UK's mission, values, policies and expected standards of conduct.
- Undertake any other duties reasonably compatible with the role.

Person specification

Essential

- Lived experience of addiction related harms, either directly or as an affected other.
- Significant management experience within mental health, social care, addiction, recovery, peer support or a related field.
- Experience of leading complex support services and managing service managers or multidisciplinary teams.
- Strong experience of performance management, service improvement and workforce leadership.
- Good understanding of safeguarding, risk management and safe service delivery.
- Experience of working within commissioned or contract-funded services.
- Ability to use data and evidence to improve performance and outcomes.
- Strong communication, leadership and partnership-working skills.
- Commitment to lived experience led and person-centred practice.

Desirable

- Lived experience of gambling harms, either directly or as an affected other.
- Management experience within gambling harms or related support services.
- Experience of working within NHS or other statutory commissioning.
- Knowledge of NICE guidance, CQC standards or comparable quality and regulatory frameworks.
- Experience of managing peer-led or lived experience-led services.

Qualifications

Essential:

- Degree-level qualification or equivalent professional qualification and substantial senior leadership experience, in a relevant field such as mental health, public health, social care, or a related discipline.

Desirable:

- Relevant postgraduate or professional qualification in an area such as mental health, public health, social care, or a related discipline.
- Level 5 qualification in leadership and management, such as the Level 5 Diploma in Leadership and Management for Adult Care, or an equivalent recognised management qualification.



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