



Interim HR Manager (part-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, majority remote with occasional work in London
Line manager:	Director of Finance and Operations
Hours:	Part time, 0.6 FTE (21 hrs pw), worked across three fixed days
Direct Reports:	HR Officer
Salary:	£45,000 FTE (£27,000 actual at 0.6 FTE)
Contract:	Fixed term, 8 months, with the possibility of extension by mutual agreement
Probation period:	2 months

Role Purpose

Betknowmore UK is seeking an experienced Interim HR Manager to strengthen how we manage, support and develop our people over a defined eight-month period. The role sits at Manager level and line manages our HR Officer, reporting to the Director of Finance and Operations.

Betknowmore UK has grown into a delivery organisation of real complexity: multiple funded services, staff and volunteers across sites, and a workforce that deliberately includes people with lived experience of gambling harm. Our HR function has not grown at the same pace, and recent employee relations matters have shown that our managers are not consistently confident in how they handle staffing issues. The answer is not more casework capacity; it is better-supported managers, clearer expectations, and an organisation where difficult conversations happen early and well.

The postholder will lead three things at once: building the capability and confidence of our managers; owning and developing our workforce development strategy, including the career pathways that allow colleagues with lived experience to progress; and making sure our practice is equal to the employment law changes arriving in late 2026 and early 2027 under the Employment Rights Act 2025. This is a change role with a defined legacy, and success will be measured by how much stronger the organisation is at the end of it.

The postholder will be well supported. Policy drafting sits with our existing policy team, pay and grading benchmarking has recently been completed, and DBS processing and mandatory training records are held by Operations. Betknowmore UK has no in-house legal expertise but draws on a specialist employment law firm as required, and the CEO and directors remain closely involved in the most sensitive matters.

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

Employee Relations & Employment Compliance

- Provide expert, pragmatic advice on employee relations matters, grounded in current employment law and Acas guidance and weighted for risk rather than defaulting to the most cautious position.
- Lead complex and contentious casework where genuinely necessary, coaching managers to hold cases themselves wherever appropriate.
- Keep the organisation compliant through the phased implementation of the Employment Rights Act 2025, and advise the policy team on the changes our policy suite requires.
- Maintain right-to-work compliance and accurate, defensible employment records.
- Manage the relationship with our external employment law advisers: judge when external advice is genuinely needed, brief tightly, and translate advice into workable decisions.
- Identify where independent external investigation is required and commission it, rather than compromising the ability to advise later in a process.
- Provide HR risk reporting to the senior management team and, as requested, to the Board.

Manager Capability & Organisational Development

- Build the capability and confidence of line managers in handling staffing matters, through practical, scenario-based training and coaching through live situations.
- Develop and maintain a manager toolkit — templates, letters, scripts, decision trees and a clear escalation route — so that doing the right thing is the easy thing.
- Act as a trusted HR adviser to the CEO, directors and managers on the staffing implications of organisational decisions.
- Support an organisational culture consistent with our values and with the experience of the people we support, working with the senior management team on staff voice, wellbeing, vicarious trauma and the early, open handling of conflict.
- Advise on equality, diversity and inclusion in the workforce, including how well our staff and volunteers reflect the communities we serve.

Key Accountabilities & Responsibilities continued...

Workforce Development & Learning

- Own and develop Betknowmore UK's workforce development strategy, aligned to our funded delivery horizon and the commissioning transition ahead of April 2027.
- Develop a capability framework covering practitioner, peer, lived experience, volunteer and management roles.
- Design career pathways, with particular attention to progression routes for colleagues with lived experience — from volunteering into paid peer roles, into practitioner and senior practitioner roles, and into management — and the support each step requires.
- Establish the learning and development framework: induction, role-specific development, professional accreditation and qualification routes.
- Strengthen the supervision, reflective practice and wellbeing infrastructure that a lived experience workforce needs to be sustainable.
- Build a leadership and management development pipeline, and address key-person and succession risk.
- Identify funded training routes, including apprenticeships and levy transfer, and work with fundraising and finance colleagues so that workforce development is costed into bids rather than absorbed.

Recruitment, Retention & Team

- Improve consistency and fairness in recruitment and selection, including how we recruit and onboard people with lived experience.
- Advise on the staffing implications of funding changes, including fixed-term contract endings, restructures, redundancy and TUPE where relevant.
- Line manage, supervise and develop the HR Officer.
- Work in genuine partnership with the Head of Operations, providing coaching and support on the people dimension of their role.
- Apply the agreed pay and grading framework consistently.

Success measures

The postholder will be expected to:

- Improve the consistency and confidence with which managers handle staffing matters, measured against a baseline taken at the start of the assignment.
- Ensure no employee relations matter sits unresolved or unassessed for risk.
- Leave the organisation demonstrably ready for the Employment Rights Act changes taking effect in January 2027.
- Produce a costed workforce development strategy that is signed off and underway.
- Document career pathways for colleagues with lived experience that are understood and used.
- Develop the HR Officer so that they are handling more, and more complex, work.
- Recommend the sustainable HR arrangement for Betknowmore UK beyond this contract, with costings, and hand over cleanly against it.

Person specification

Essential

- Substantial generalist HR experience at HR Manager or senior HR Business Partner level, including sustained periods as the most senior HR person in an organisation or business unit.
- Experience of working in a lived experience-led organisation, or in an organisation with a significant peer or lived experience workforce — for example in gambling harm, substance misuse, mental health, homelessness, domestic abuse or criminal justice — with a real understanding of what this asks of HR practice.
- Proven track record of building line manager capability: designing and delivering practical training, coaching managers through live situations, and raising the standard of what managers do rather than doing it for them.
- Experience of developing and implementing a workforce development or HR strategy, including competency frameworks, career pathways and learning and development planning.
- Demonstrable experience of handling complex and contentious employee relations casework end to end, including matters carrying genuine tribunal risk.
- Current, working knowledge of UK employment law, including the phased implementation of the Employment Rights Act 2025 and its practical implications for employers.
- Understanding of trauma-informed and recovery-oriented management practice: reasonable adjustments, boundaries, disclosure, dual relationships, and supporting colleagues through crisis or relapse without compromising either the individual or the service.
- Experience of turning employment policy into practical guidance that managers actually use.
- Experience of working in a small or under-resourced organisation without specialist HR infrastructure, in-house legal support or a large HR team.
- Experience of working with external employment law advisers: knowing when a matter needs counsel, briefing efficiently, and translating advice into a workable decision.
- Strong influencing skills with senior colleagues, including the ability to challenge constructively, and excellent judgement on confidentiality, conflicts of interest and escalation.
- CIPD Level 5 or above, or equivalent demonstrable experience.

Desirable

- CIPD Level 7 or Chartered MCIPD.
- Knowledge of the gambling harms, addiction, health or social welfare sectors, or experience of a comparable commissioning transition.
- Experience of working in a small or growing charity, or in a grant-funded environment where staffing is tied to time-limited income.
- Experience of costing workforce development into funding bids.
- Experience of apprenticeships, levy transfer or other funded training routes.
- Experience of TUPE.
- Experience of interim or fractional assignments.

Values & behaviours

The successful candidate will demonstrate:

- A commitment to Betknowmore UK's mission and values.
- A collaborative and relationship-focused approach.
- Integrity, professionalism and accountability.
- A commitment to equity, diversity and inclusion.
- A commitment to working as an equal alongside colleagues with lived experience.
- A motivation to leave capability behind rather than to be indispensable.
- A passion for delivering meaningful social impact.



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