Peer Aid Trainer (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.

2016

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

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

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

2020 (continued)

Peer Aid launched. The first peer support service to integrate with the National Gambling Support Network.

2022

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

2023

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

2026

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

Job Role

Role Specifics

Location:	Remote
Line manager:	Peer Aid Manager
Hours:	Full time (35 hrs pw)
Salary:	£33,000 - £35,000 FTE (depending on experience)
Probation period:	6 months

Role Purpose

The Peer Aid Trainer is responsible for delivering high-quality, trauma-informed and lived-experience-led training across Betknowmore UK's Peer Aid programmes.

Working closely with the Peer Aid Manager, the Trainer will play a key role in the consistent delivery, quality assurance, and continuous improvement of training for Peer Supporters and volunteers.

You will ensure learners are equipped with the skills, knowledge, boundaries, and confidence to deliver safe, effective, and empathetic peer support to individuals affected by gambling harm.

The post holder will contribute to maintaining training standards, safeguarding practices, and programme integrity, while supporting the development of innovative and co-produced training approaches aligned with organisational priorities.

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

Training Delivery

- Deliver all Betknowmore UK Peer Support Training Programmes in line with Betknowmore UK's core curriculum and quality standards.
- Facilitate engaging, inclusive, and trauma-informed training sessions for Peer Supporters and volunteers.
- Deliver both face-to-face and online training sessions as required.
- Adapt delivery style and materials to meet the needs of diverse learner groups while maintaining programme integrity.
- Support learners to understand boundaries, safeguarding responsibilities, and peer support principles.
- Following delivery, complete marking requirements of the learners work.
- Support in the training and engagement of the associate trainers

Lived Experience & Co-production

- Support the meaningful involvement of Experts by Experience (EbEs) in training delivery.
- Promote and embed lived experience perspectives throughout all training sessions.
- Provide appropriate support and check-ins for EbEs involved in training delivery.
- Contribute to co-produced development of training materials and learning resources.

Quality, Safeguarding & Compliance

- Ensure safeguarding principles are embedded throughout all training delivery.
- Follow organisational policies, procedures, and safeguarding reporting pathways at all times.
- Maintain accurate training records, attendance, and learner engagement data in line with GDPR requirements.
- Support consistency and quality across all training delivery activities.

Key Accountabilities & Responsibilities continued

Monitoring, Reporting & Continuous Improvement

- Collect learner feedback and contribute to evaluation of training effectiveness.
- Support tracking of learner outcomes, progression, and engagement.
- Contribute insights to improve training content, delivery methods, and learner experience.
- Assist with reporting requirements for funders and partners where required.

Team Contribution & Professional Practice

- Work collaboratively with the Peer Aid Manager and wider teams to ensure alignment with service delivery.
- Support a positive, reflective, and learning-focused team culture.
- Participate in supervision, team meetings, and personal development opportunities.
- Maintain professional conduct, confidentiality, and adherence to organisational values.
- Champion equality, diversity, inclusion, and lived experience leadership.

Stakeholder Engagement

- Support engagement with partner organisations and stakeholders involved in training delivery.
- Represent Betknowmore UK positively in training and learning environments where required.
- Contribute to collaborative working across internal teams and external partners.

Person specification

Essential Skills & Experience

- Experience delivering training, workshops, or facilitated learning sessions.
- Lived experience of gambling harm (directly or as an affected other), with insight into recovery and peer-support principles.
- Excellent knowledge of Microsoft packages including Word, PowerPoint and SharePoint.
- Strong facilitation, presentation, and communication skills.
- Experience working with diverse groups, including vulnerable or at-risk individuals.
- Understanding of safeguarding principles and procedures.
- Ability to adapt training delivery to meet learner needs.
- Strong organisational and time management skills.
- Commitment to equality, diversity, inclusion, and trauma-informed practice.
- Willingness to travel across the UK, including occasional overnight stays.

Desirable Skills & Experience

- Knowledge of gambling harm and its impact on individuals and communities.
- Experience working with peer support, volunteers, or lived experience roles.
- Experience within the health, social care, addiction, or voluntary sector.
- Understanding of recovery-based or strengths-based approaches.
- Experience supporting co-produced training or service delivery.
- Familiarity with safeguarding frameworks in training environments.

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

Betknowmore UK, 200A Pentonville Rd, London, N1 9JP

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