



Hart

# Job pack Training & Engagement Coordinator (Gambling Harms)

Thank you for your interest in working at **Citizens Advice Hart**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

1. Our Principles, Our Values and our Equality Statement
2. Our Vision 2025-2027
3. Our Mission

4. 3 things you should know about Citizens Advice
5. Information about the local Wokingham and Hart offices where these posts are based
6. Information about the Gambling Hams Partnership at Citizens Advice
7. The Job Description and Person Specification (**pages 6-8**)

## **Our principles**

Citizens Advice provides free, confidential, impartial and independent advice to everyone regardless of race, gender, disability, sexual orientation, age, religion or faith, or nationality. It recognises the positive value of diversity, promotes equality and challenges discrimination.

## **Our values**

We encourage trying new things and we support each other to figure it out. We question every idea to make it better and we adapt when things aren't working.

We're approachable. We work together with stakeholders and partners to find the best way forward for our clients. We ensure that our services reach those who need us. We are transparent, honest and act with integrity. We welcome change and are not afraid to adapt.

We're confident - we do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## **Equality and Diversity statement**

At Citizens Advice we believe that our common humanity makes us equal in worth, dignity and rights.

We will be a strong champion for equality by:

- listening to and working with our communities.
- challenging discrimination through advice.
- championing equality through research and campaigns.
- valuing diversity as an employer and volunteer organisation.
- finding ways to embed diversity of thought.

We will be a stronger organisation by embedding diversity of thought into our decision making processes.

## **Citizens Advice vision for 2025-2027**

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Our vision is to be **'the peoples champion'**, making a positive and lasting difference in the lives of people living and/or working in our local area. We are a helping hand for people who need support navigating through life.

- **We help people find a way forward**

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

- **We speak up for our clients**

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence and working as a network, we can show big organisations – from companies right up to the government – how they can make things better for people. We see how problems can be linked. By helping people with the underlying cause of their problems and making sure they don't get worse, we save the government and public services hundreds of millions of pounds every year.

- **We make a difference**

Our service saves society money. In 2023 to 2024, the advice we delivered as a network across the country directly saved government and public services at least £759 million. For every £1 spent on the service, we benefit our clients by £14.60. We estimate our value to society at £5.7 billion.

## **Our Mission**

As a National Network of local independent charities, Citizens Advice is moving to a missions-based approach because it's a good way to link the ambition we have for our work – the difference we make for the people we help – with the federated nature of our service delivery. Mission-based working is most powerful when multiple partners need to unite around achieving ambitious goals; and when innovation is needed to find effective ways to address challenges.

Missions are bold and long-lasting ambitions. They will be used to focus shorter-term activity to drive forward change in 1-3 year plans, whilst providing our longer-term direction and definition of success.

Citizens Advice Hart is a member of Citizens Advice Federated Network and is committed to its three missions:

1. Provide advice fit for the future - we'll be there for people when they need us in the ways that help make the biggest impact

2. Close the gap - we'll address the disparities in access and experience for marginalised people
3. Take early action - we'll prevent more people reaching crisis by addressing problems earlier

### **3 things you should know about Citizens Advice**

**1. We're local and we're national.** We have national offices offering direct support to people in over 265 independent local Citizens Advice services across England and Wales

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Together we helped over 2.5 million people face to face, over the phone, by email and chat in England and Wales last year.

## Information about Citizens Advice Hart

Citizens Advice Hart supports people across the Hart district to find practical solutions to the problems they face and make informed decisions about their next steps. Our service is delivered by a team of 40 volunteers, 8 volunteer trustees and 15 paid staff and offers free, independent, impartial and confidential advice by telephone, online and face to face.

Our core funding comes from Hart District Council, helping us maintain key advice services for local residents. Alongside this, working with additional funders and grants, we deliver a range of targeted support services, including Advice First Aid, Home & Well, Outreach, Financial Resilience and Digital Inclusion.

Working closely with people every day gives us a strong picture of the issues affecting our community, from poverty and homelessness to digital exclusion and financial hardship. We use that insight to shape our services, respond to emerging needs and contribute to improvements in local policy and practice.

At the centre of our work is a commitment to ensuring local people can access the support, information and confidence they need to move forward.

## Information about South East Gambling Harms Partnership

In April 2026, the South East Gambling Harms Partnership was awarded dedicated funding from the Office for Health Improvement and Disparities (OHID) through the Gambling Harms Prevention Fund. This initiative is a strategic collaboration between eight Citizens Advice offices, including Reading, East Berkshire, West Berkshire, Hart, Rushmoor, Tadley, and Basingstoke.

Our mission is to launch a comprehensive programme across Berkshire and North Hampshire that delivers professional training, public awareness, and targeted community outreach to identify, prevent, and reduce the devastating impacts of gambling harms.

### Why Citizens Advice?

Citizens Advice is uniquely positioned to deliver this work because gambling harm is rarely an isolated issue; it is almost always deeply entwined with financial distress and debt.

- **The Debt-Gambling Link:** National data shows that over 75% of people seeking help for gambling also present with significant debt issues. By the time a person seeks help, they are often facing legal action, eviction, or insolvency.
- **A Trusted Entry Point:** People often feel a high level of stigma regarding gambling but are more comfortable seeking "neutral" advice for debt or housing. Because Citizens Advice is a primary destination for financial support, we are the first point of contact for those in the earliest stages of gambling-related crisis.
- **Holistic Support:** We don't just treat the symptom; we treat the cause. While other services may focus solely on the addiction, we provide the wraparound support—debt

management, benefits advice, and legal protection—necessary to give individuals the stability they need to successfully engage in long-term recovery.

- **Hyper-Local Reach:** Our partnership across Berkshire and North Hampshire ensures that we can reach diverse communities, including high-risk groups such as young people, veterans, and minority communities, through a network they already trust

## **Our Culture**

At Citizens Advice Hart our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for you is important to us. We have a learning culture and therefore ensure that we learn and evolve to meet the needs of the community we serve - we are the 'people's champion' and ensure that we are proactive in our communities.

## **How to Apply**

Please submit your CV and Cover letter in line with Personal Specification answering each point on the Charity Jobs portal.

Enquiries to [people@citizensadvicehart.org.uk](mailto:people@citizensadvicehart.org.uk)

[Please apply via the Charity Jobs website page:](#)

## Job description

<b>Role Title</b>	<b>Training &amp; Engagement Coordinator</b>
<b>Reporting To</b>	<b>Regional Service Manager</b>
<b>Salary</b>	<b>£32,000 – £36,000 pro rata (dependent on experience)</b>
<b>Hours</b>	<b>37.5 hours per week</b>
<b>Role Type</b>	<b>Fixed term until March 2028 with possible extension</b>
<b>Location</b>	<b>Hart (with regional travel across North Hampshire and Berkshire)</b>
<b>Role Purpose</b>	To build capacity and drive community outreach across the region. You will design and deliver training to internal staff and external partners. Your work will develop public health messaging resources and raise awareness of gambling harms and establish clear intervention pathways to local specialist services.
<b>Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Create training materials aligned with Public Health messaging.</li> <li>• Deliver "Train the Trainer" sessions to Citizens Advice staff.</li> <li>• Coordinate workshops for local businesses and statutory partners.</li> <li>• Develop and maintain a digital toolkit for regional stakeholders.</li> <li>• Act as the primary local face of the project in your assigned county.</li> <li>• Ensure all materials pass the project's Sanitisation Protocol.</li> <li>• Line Manager Prevention Workers based within the community and oversee outreach activities to ensure the project meets its service deliverables within timescales</li> </ul>
<b>Key Duties</b>	<ul style="list-style-type: none"> <li>• Direct line Management of Prevention Leads supporting the day to day management of service delivery.</li> <li>• Manage the development of team members across Berkshire and North Hampshire, acting as a mentor and coach, and identifying training needs, to support their learning</li> <li>• Managing and maintaining databases, spreadsheets and document management systems (ie google/microsoft shared drive)</li> <li>• Ensure the development of good teamwork across Berkshire and North Hampshire building strong and effective lines of communication.</li> </ul>
<b>Personal Specification</b>	<p>These criteria follow a standard Essential (E) and Desirable (D) framework, you must answer each clearly with examples:</p> <p><b>Experience:</b></p>

	<ol style="list-style-type: none"><li>1. Designing educational packages to a wide range of audiences with clear learning outcomes (E)</li><li>2. Delivering training to diverse groups, tailoring to needs as identified (E)</li><li>3. Managing and overseeing all community outreach, via a shared calendar of activities, (E)</li><li>4. Collaborating with Public Health teams, by attending relevant meetings, sharing data and developing community health resources (D)</li><li>5. Managing remote stakeholders via regular forums, regular communications and partnership working (D)</li></ol> <p><b>Knowledge:</b></p> <ol style="list-style-type: none"><li>1. A clear understanding of the core principles of Adult Learning, PSHE and NICE (E)</li><li>2. Ability to apply Train the Trainer and MECC frameworks (E)</li><li>3. Knowledge of gambling harms or willingness to learn (D)</li><li>4. Knowledge of the Citizens Advice network and its mission (D)</li><li>5. Adult and Children Safeguarding policies (D)</li></ol> <p><b>Skills:</b></p> <ol style="list-style-type: none"><li>1. Strong public speaking skills (E)</li><li>2. Creative content creation (using tools such as Canva, MS Suite, Adobe creative cloud and video editing tools) (E)</li><li>3. Excellent attention to detail and time management (E)</li><li>4. Robust data collection and reporting (D)</li></ol> <p><b>Attributes:</b></p> <ol style="list-style-type: none"><li>1. Highly collaborative mindset with the ability to identify positive ways to engage and collaborate (E)</li><li>2. Adaptable communication style that enables people to engage (E)</li><li>3. Empathetic and inclusive approach, understanding the community we serve - with particular focus on Armed Forces, Ethnic Minorities, Young People and Affected Others (E)</li><li>4. High level of professional resilience and ability to adapt (D)</li><li>5. Creative and Innovation-focused, ability to think outside of the box (D)</li></ol>
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