



Partnerships and Relationships Co-Ordinator Job Description

Salary £32,000 – Full-time flexible working

18-month fixed-term contract, subject to future funding

Location: National role – remote working with the requirement to attend meetings, events and partnership activities in person when required

Who are GamFam

GamFam is a registered Charity (1191139) set up by those who have experienced first-hand the devastating effects that gambling can have on family and friends.

Our Vision

Empowering individuals and families to alleviate the impact of gambling harms and move towards a positive future.

Our Mission

To offer hope to anyone affected by gambling harms and the opportunity to share their experiences in a safe space, without fear of judgement with others who have genuine empathy and understanding.

How we achieve our Mission

- We provide advice and support to those directly and indirectly affected by gambling harm through structured **Peer Support** and signposting to relevant partners and agencies.
- Through our **Information and Awareness programme** we raise public awareness and understanding of the early warning signs commonly associated with the development of a gambling addiction, promoting early intervention and minimising potential harm.

Our Values

GamFam is an organisation that is committed to supporting any person directly or indirectly affected by gambling harms by:

- Ensuring **Lived Experience** of gambling harms is at the centre of everything we do
- Providing a safe, supportive and inclusive service with care and respect
- Carrying out our work to the highest of standards and with integrity
- Working with like-minded partners, organisations and our members **in partnership**

Looking Forwards

GamFam continues to grow and develop its services nationally. As our reach increases, so does the opportunity to ensure that more people affected by gambling harms are aware of, and able to access, the support we provide.

Our existing work with NHS services, public health organisations, local authorities, charities, community organisations and other third-sector partners has demonstrated the importance of strong relationships and effective referral pathways.

We are therefore looking to strengthen our national partnership network and ensure that GamFam is connected to organisations and individuals who can help us reach those who may benefit from our services.

This role will play an important part in supporting three key areas:

- **Relationships** – developing and maintaining strong, trusted relationships with organisations and individuals across the gambling harms, health, wellbeing, community and wider voluntary sectors.
- **Referrals** – developing effective referral pathways and increasing opportunities for people affected by gambling harms to access GamFam's support.



- **Reach** – increasing awareness and understanding of GamFam's services and identifying new opportunities for collaboration, partnership and joint working.

Role Overview

This is a new national role for GamFam, and the successful candidate will be responsible for developing and coordinating relationships with a wide range of stakeholders who may have a role to play in helping people affected by gambling harms access support.

Working closely with the CEO and wider GamFam team, the **Partnerships and Relationships Coordinator** will act as an important external link for the organisation.

The role will involve identifying, establishing and nurturing relationships with organisations across the UK, including but not limited to:

- NHS gambling harm services and other NHS services
- Public Health teams and Directors of Public Health
- Integrated Care Boards and wider health partners
- Local authorities and local authority services
- Mental health and wellbeing organisations
- Charities and third-sector organisations
- Community and voluntary organisations
- Family support organisations
- Domestic abuse and safeguarding organisations
- Youth and education organisations
- Debt, financial wellbeing and advice services
- Housing and social support organisations
- Criminal justice and probation services
- Employers and workplace wellbeing organisations
- Universities, colleges and schools
- Gambling harm and recovery organisations
- Professional networks and membership organisations
- Researchers and academic institutions
- Other organisations or individuals who may help GamFam increase its reach and referral opportunities.

The role-holder will be expected to think broadly about **who comes into contact with people affected by gambling harms** and how GamFam can develop relationships with those organisations to create better routes into support.

The Role of the Partnerships and Relationships Coordinator

The successful candidate will:

- Develop and maintain a **national network of relationships and partnerships** that support GamFam's mission and strategic objectives.
- Identify organisations and stakeholders who could benefit from understanding GamFam's services and who may be able to refer people into GamFam.
- Establish new relationships with potential referral partners through proactive engagement, networking, meetings, presentations and events.
- Develop and strengthen existing referral pathways with NHS services, public health bodies, local authorities and third-sector organisations.
- Act as a key point of contact for external organisations interested in working with GamFam.
- Promote GamFam's services, programmes and referral routes to relevant organisations and professionals.
- Develop partnership opportunities that increase GamFam's national reach and accessibility.



- Arrange and deliver presentations, information sessions and awareness-raising activities for external organisations where appropriate.
- Attend relevant conferences, networking events, forums and partnership meetings as a representative of GamFam.
- Identify opportunities for GamFam to participate in local, regional and national networks.
- Develop relationships with organisations working with **affected others**, recognising that many people experiencing gambling harms may enter support through services unrelated to gambling.
- Explore opportunities for reciprocal referrals and collaborative working with appropriate partner organisations.
- Work closely with the GamFam team to ensure that referrals are appropriate, understood and followed through effectively.
- Maintain accurate records of partnership activity, contacts, referral pathways and opportunities.
- Monitor referral activity and provide regular updates to the CEO and Senior Leadership Team.
- Identify trends, gaps and opportunities within the partnership network and make recommendations for future development.
- Gather feedback from partners to help GamFam understand how its services are perceived and where improvements could be made.
- Support the development of partnership agreements, referral protocols and other appropriate partnership documentation.
- Work alongside the Strategy, Research and Impact Lead to capture and demonstrate the impact of partnership and referral activity.
- Work alongside the CEO to identify opportunities for strategic partnerships, collaborative projects and potential funding opportunities.
- Ensure that all external relationships reflect GamFam's values and commitment to lived experience, integrity and independence.
- Represent GamFam professionally and positively at all times.

A Key Focus – Increasing Referrals

A significant part of this role will be to increase the number and diversity of appropriate referrals into GamFam. This will not simply mean approaching organisations and asking them to refer. The role-holder will be expected to understand:

- Who are the people affected by gambling harms?
- Where are they currently seeking help?
- Which organisations are they already engaging with?
- How can GamFam become part of those support pathways?

This may involve developing relationships with organisations that have no specific gambling remit but regularly encounter people who may be affected by gambling harms.

The successful candidate will therefore need to be confident in explaining **what GamFam does, who we support, how our peer support works and how organisations can refer into our services.**

Working Across a National Network

This is a **national role**, and the post-holder will work remotely while developing relationships across England and, where appropriate, the wider UK.

The role will require flexibility and a willingness to travel to attend important meetings, conferences, events and partnership opportunities.

The post-holder will need to be comfortable working independently, managing their own diary and prioritising opportunities while maintaining regular communication with the GamFam team.



Qualifications and Requirements

GamFam are looking to recruit a highly motivated, confident and organised **Partnerships and Relationships Coordinator**.

Suitable candidates should be able to demonstrate some or all of the following competencies:

- Excellent interpersonal and relationship-building skills.
- Proven experience of developing and maintaining successful external relationships.
- Experience of working with a range of stakeholders across different organisations and sectors.
- Excellent verbal and written communication skills.
- The confidence to introduce GamFam to new organisations and develop relationships from an initial conversation.
- Ability to communicate GamFam's work simply, clearly and engagingly to different audiences.
- Excellent networking skills and the ability to identify and develop new opportunities.
- Experience of developing referral pathways or partnership arrangements would be desirable.
- Experience of working within the charity, health, public health, community or voluntary sector would be desirable.
- Ability to work independently and manage a national portfolio of relationships.
- Excellent organisation and planning skills, with the ability to manage multiple priorities.
- Good IT skills, including Microsoft Office, Teams, Zoom and maintaining accurate records.
- Ability to collect and report information relating to partnership and referral activity.
- A proactive approach, with the ability to identify opportunities rather than waiting for them to arise.
- Ability to build relationships based on trust, mutual benefit and shared objectives rather than simply promoting a service.
- An understanding of gambling harms and their impact on individuals, families and communities would be desirable.
- **Lived Experience of gambling harms would be desirable but is not essential.**

What We Are Looking For

Above all, we are looking for someone who is a **natural relationship builder**. Someone who is curious about people and organisations, confident starting conversations, able to identify common ground and passionate about making connections that could ultimately help someone affected by gambling harms access support.

The successful candidate will be able to see opportunities where others may not and will understand that a relationship with GamFam may start with a single conversation but develop into a referral pathway, partnership, joint project or longer-term strategic relationship.

This is a role about opening doors, building trust and creating connections that help GamFam reach more people.

To Apply

Please e-mail your CV, two nominated references (referees will only be contacted if the position is offered) and a covering letter outlining why you should be considered for this role to steve@gamfam.org.uk

Closing Date: Friday 9th October 2026

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to Work in the UK.