



Candidate application pack for

Senior Consultant

Closing Date: 20th December 2024

Private & Confidential
EPIC Global Solutions 2024

CEO message

Most people can gamble and maintain control over their time, money, and cognition. However, there is a small percentage, but a significant number, of people who lose control over one or more of these through gambling. The effects can be devastating, including relationship breakdowns, bankruptcy, criminal activity, and, in the most tragic cases, suicide.

After suffering from and overcoming a pathological gambling disorder myself for over a decade, I know first-hand the devastating effect it can have, not only on the person suffering from the addiction but also on those around them, including family, friends, employers, and broader society.

Employers have a responsibility to provide a safe workplace and a duty of care for their employees' welfare. Failure to do so could have legal, regulatory, financial, reputational, branding, and, most importantly, human implications.

I am very proud that the EPIC team works tirelessly with employers and their employees to address the problem of gambling. We place lived experience and subject matter experts at the heart of all our prevention programs.

We currently operate in 32 different countries in the highest risk sectors, both statistically and evidentially. We provide industry leading training, education, awareness, and advisory services across elite sports, financial services, criminal justice, the armed forces, direct education for children aged 14 and older, and selected clients in the gambling industry.

Thank you for your interest in EPIC, we look forward to receiving your application.

Paul Buck

Chief Executive

EPIC Global Solutions

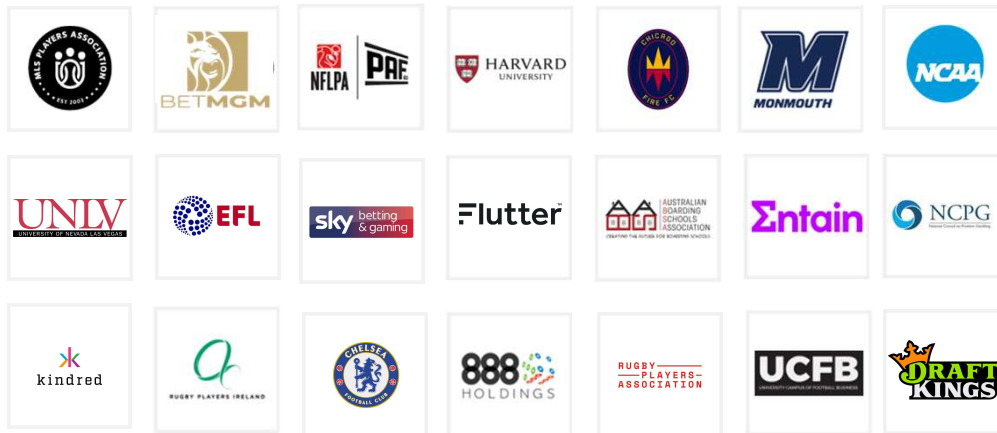
About us

EPIC Global Solutions (EPIC) is a globally leading independent consultancy focused on minimising the harm caused by gambling. EPIC raises awareness of gambling-related harm to identify and mitigate the human, financial, brand, and reputational risks that problem gambling can generate.

We operate across multiple high-risk sectors, including professional sports, the gambling industry, education, and financial services. We offer a range of services, from increasing awareness through personal accounts of lived experiences to creating cutting-edge training to assist customer service staff in interacting with customers who may display signs of harm.

Our work has a substantial impact and is a key element in the strategy to reduce gambling harm. As a result of our success, we are now looking for someone to join our team to help in this vital endeavour.

Our work



Senior Consultant

Role and Responsibilities

The Senior Consultant at EPIC plays a key role in supporting and delivering client programmes. This includes contributing to larger programmes by providing critical input and programme support, as well as independently managing smaller, focused client initiatives.

The role involves acting as a programme lead for EPIC's 'standard suite' of offerings, such as lived experience workshops, or collaborating as part of a broader team to deliver more complex, solution-driven client programmes

Responsibilities:

- Strong operational delivery focus/impact across programmes; providing direct project management across EPIC's 'standard suite' of existing programmes, and/or acting as subject matter contributor on more complex, multi-faceted client programmes
- Contribute across a range of programme delivery outcomes, including the development of programme plans and aligned financial budgets to support the delivery of programmes to time, quality, and financial standard
- Plan across outcome focused planning horizons, often aligned to wider programme timelines, with individual activity/horizons falling within a 3-6 month planning and delivery cycle
- Act as both individual, subject-matter contributors to programmes – managing their own time and input – and a programme manager of less complex programmes, holding the wider-programme team to account for programme outcomes
- Manage the co-ordination of internal experts to deliver programme outputs, working across colleagues across the programme, advisory, and operations families to deliver
- Manage client interaction across and within the parameters of programmes – managing programme inputs and outputs against agreed client expectations
- Monitor performance against specific targets and parameters of programmes, including individual contributions to larger programme workstreams (e.g. as a lived experience contributor)
- Identify programme risks and improvements - taking corrective action as required
- Contribute to the commercial viability of programmes through proactive, diligent management of time, resources, and budgets
- Remain cognisant of the commercial impact of programme activity through client insight, but client negotiation/commercial conversations will typically be conducted elsewhere

Skills and Experience

Experience:

- Minimum of 2 years of experience working within or alongside the Gambling Industry, specifically in a Safer Gambling capacity
- Proven track record of programme management
- Knowledge of the Canadian Gambling Landscape
- Previous experience supporting in translating facilitated training into digital assets such as e-learning

Skills:

- Proficient with all Microsoft-based products such as Outlook, Word, Excel and PowerPoint as a minimum
- Excellent communication and presentation skills, with the ability to engage and influence senior executives.
- Proficiency in project management methodologies and tools.
- Ability to manage multiple complex projects and priorities in a fast-paced environment.

Attributes:

- A client-centric mindset with a commitment to delivering exceptional service.
- High level of integrity and professionalism.
- Adaptability and a willingness to embrace change and new challenges.
- A passion for continuous learning and development.

What you'll get from us:

- A competitive salary
- Pension
- 25 days holiday plus public holidays
- Additional discretionary days off for your birthday, a wellbeing day, and a day to volunteer
- Private medical insurance and medical cashback plan
- Myndup mental health access
- Death in service
- Access to financial planning advice and retail discounts
- Employee Assistance Programme
- Training & Development Opportunities
- Enhance maternity and paternity pay

Diversity, Equity and Inclusion

Gambling harm is a global issue that can affect anyone. At EPIC Global Solutions, we acknowledge that a truly effective approach to preventing gambling harm requires a workforce that represents the diverse populations with whom we collaborate worldwide. We also strive to create an inclusive workplace that fosters a sense of belonging for everyone who joins us on our mission to enhance people's lives.

We are dedicated to establishing a diverse and inclusive workplace. EPIC hires, compensates, and promotes individuals without regard to race, religion, colour, gender, gender identity, sexual orientation, age, physical or mental disability, national origin, veteran status, or any other criteria protected by applicable law.

All employment decisions are made based on qualifications, competence, integrity, and organisational requirements. If you require reasonable accommodations to support your participation in the recruitment and selection process, please include this information in your application. We actively welcome applications from historically underrepresented communities. Please send your CV and a 1-page document explaining why you want to join our team to recruitment@epicglobalsolutions.com

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