



Candidate application pack for

Gaming Policy & Consumer Protection Manager North
America

CEO message

Most people can gamble responsibly, but for a small yet significant number, it leads to loss of control over time, money, or cognition, causing devastating effects like relationship breakdowns, bankruptcy, crime, or even suicide.

Having personally overcome a decade-long gambling disorder, I understand the profound impact this can have on individuals and those around them, including family, friends, employers, and society. Employers have a duty to safeguard employee welfare, as neglecting this responsibility can lead to serious human, legal, and reputational consequences.

At EPIC, we are committed to addressing gambling-related harm. Our team, combining lived experience and expertise, delivers prevention programs in 32 countries across high-risk sectors like elite sports, financial services, education, and criminal justice. We provide industry-leading training, education, and advisory services to create safer workplaces and communities.

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

Paul Buck

Chief Executive, EPIC Global Solutions

About us

EPIC Global Solutions PBC (EPIC) is a globally leading independent consultancy focused on minimizing 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 endeavor.

Role and Responsibilities

Reporting to the Senior Vice President of North America, the Gaming Policy and Consumer Protection Manager will play a pivotal role in leading the delivery of EPIC's prevention services across North America. This position involves working closely with industry clients to design, implement, and measure, responsible gaming initiatives.

As a subject matter expert on responsible gaming, the Gaming Policy and Consumer Protection Manager will stay abreast of the latest research, industry practices, regulatory developments, and innovative prevention strategies in the region. The ideal candidate will be passionate about reducing gambling-related harms and fostering collaboration between stakeholders.

This role demands a high level of professionalism, excellent project management, and communication skills to ensure the successful execution of client projects and internal initiatives.

This is a fully remote role.

Responsibilities	
<p>Develop a prevention strategy for EPIC North America</p> <ul style="list-style-type: none"> • Work with the SVP of North America to develop measurable commercial strategies designed to prevent gambling related harms. • Work with business development team to identify commercial opportunities which align with EPIC's strategic objectives and mission. • Effectively communicate prevention strategy for EPIC North America to internal stakeholders throughout the organization. 	10%
<p>Execution of US prevention strategy including client-facing services and deliverables</p> <p>Client Services</p> <ul style="list-style-type: none"> • Consult with gaming stakeholders including, but not limited to, sportsbook and igaming operators, brick and mortar casino operators, fantasy sport operators, lotteries, industry suppliers, gaming regulators, and/or organizations dedicated to the advancement of responsible gaming. • Lead the delivery of services for responsible gaming practices and policies and custom trainings (in person or virtual). • Play an active role in all aspects of client engagement serving as key contact for assigned projects. • Work with centralized operational support departments to deliver high quality solutions to clients. 	65%

Role and Responsibilities

<p>External Relationship Building</p> <ul style="list-style-type: none"> • Serve as the lead relationship manager for problem gambling councils and treatment providers. • Collaborate with key stakeholders including state government, researchers, higher-education institutions, and industry operators as identified within the prevention strategy. <p>Marketing and Communications</p> <ul style="list-style-type: none"> • Work collaboratively with the Marcomms team to identify opportunities which promote the brand and position EPIC as a global thought leader. • Represent EPIC at public-facing forums including conferences and panels. 	
<p>North America team support</p> <ul style="list-style-type: none"> • Provide programmatic management to consultants supporting North American projects. • Ensure that services and deliverables support the North America prevention strategy. • Collaborate with program managers to plan for resource and capacity for all services delivered by the North American team. • Ensure continuous quality improvement across all US client services. • Support for business operations as requested. 	25%

Travel

This role requires travel 10-15% (maximum of 39 days/year) to domestic and international events, such as conferences, EPIC business meetings, and client meetings.

Skills and Experience

Required Skills and Experience:

- Bachelor's degree or higher
- 3-5 years of professional experience within US responsible gaming
- Experience working with diverse gaming stakeholders and a strong appreciation of the commercial context in which EPIC operates
- Proven track record of managing complex projects
- Ability to communicate complex ideas effectively – both verbally and in writing
- Strong influencing and stakeholder management skills to ensure expertise area is considered in wider organizational conversations

What you'll get from us:

- Competitive compensation package starting at \$100,000
- Health insurance including Medical, dental, and vision benefits.
- 401 (k) plan (after 3 months employment).
- 15 days of paid vacation + Federal Holidays.
- Experience the freedom of a remote work policy.
- Celebrate your birthday, prioritize your well-being, and engage in volunteering with a day off each.
- Become part of an organization that places your development at the forefront, providing chances for training and coaching to enhance your skills.
- You'll be part of a collaborative and inclusive work culture that values diversity and teamwork.
- Join a dynamic and forward-thinking team where creativity and innovation are encouraged.

Safeguarding Statement

EPIC commits to safeguard, protect, and promote the welfare of all staff and is committed to ensuring safeguarding practice particularly in relation to the effects of gambling harm. EPIC further recognizes that all individuals, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse.

Application Process

Please submit your CV application with a cover letter (maximum 1 page) which highlights your leadership in responsible gaming initiatives and your passion for reducing gambling-related harm. Emphasize your project management and communication skills, and if relevant, share your experience working effectively in a remote environment.

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