



CANDIDATE PACK FOR NON-EXECUTIVE CHAIR

GAM STOP



WELCOME

Dear Applicant,

Thank you for your interest in becoming the next Non-Executive Chair of Gamstop Group. We are an independent not-for-profit company with the objective to provide consumer-centric services which enable the gambling industry to protect its customers from gambling-related harm.

As such, we are responsible for three consumer protection schemes via our three subsidiary companies. GAMSTOP, which started operation in 2018, provides an online service enabling individuals resident within the UK to exclude themselves from online gambling with all British licensed gambling operators. MOSES enables individuals to self-exclude from multiple land-based bookmakers via a single phone call. GamProtect enables gambling operators to share specific information securely and confidentially, helping them to protect their customers. All of this is run by a small team based in Harrogate, North Yorkshire, with technology provision outsourced to a third party in Leeds and contact centre provision outsourced to a third party in Wales.

We are fully independent from the gambling industry and have already supported over 550,000 individuals since 2018. We are immensely proud of our work protecting consumers and supporting them in taking back control of their lives.

Our current Chair, Jenny Watson CBE, will reach the end of her term during 2025 and we are now seeking her successor. Our next Chair will join us at a time of continued growth and development for Gamstop Group, and during a period of major change within the sector itself. Gambling already has a high profile in the UK and the industry is frequently under the public and political spotlight. Within that context, this role has a critical stewardship, support and oversight function to play in an organisation which holds significant personal data. We are looking for an adroit and engaged Chair with the highest degree of credibility, an understanding of rigorous governance, and a genuine interest in what we are achieving.

Our independence is important to us and the successful candidate will demonstrate total independence from the gambling industry. You will also bring sharp strategic skills to the role and will be an engaged, collegiate leader who fosters trust quickly and builds cohesive teams. It is likely that you are already an accomplished and senior non-executive in a similar environment, and you will have an intuitive understanding of the relationship between Chair and CEO, especially in a smaller setting.

We are interested in hearing from applicants who have a background in senior operational delivery, particularly in highly regulated environments and / or where the use of technology in service delivery is advanced. As our sector evolves, we must evolve with it; if, like us, you are excited by the opportunities ahead and can demonstrate the attributes we are looking for, we very much look forward to hearing from you.

Kevin Beerling
Senior Independent Director

ABOUT US

Our Vision is to be the effective, independent and trusted provider of national gambling exclusion services: valued by our users and promoted by key stakeholders.

Gamstop Group is the parent company for The National Online Self Exclusion Scheme Limited (GAMSTOP), The Multi Operator Self Exclusion Scheme Limited (MOSES) and Tutelar Limited (GamProtect). All staff are employed by Gamstop Group to ensure the ongoing successful delivery of the three services – GAMSTOP, MOSES and GamProtect.



The National Online Self Exclusion Scheme Limited, trading as GAMSTOP, is a not-for-profit organisation. It was originally set up in 2017 by the Remote Gambling Association (RGA), at the request of the DCMS and Gambling Commission, with a remit to design, introduce and run a national online self-exclusion system to meet the aims of the Gambling Commission's Licence Conditions and Codes of Practice. Since 2019 it has operated as an independent entity.

Since its launch in April 2018, over 550,000 potentially vulnerable individuals have successfully registered with the scheme. There are currently 170 gambling companies fully integrated with GAMSTOP, actively checking for and blocking self-excluded consumers as a condition of their licence. [Our Case Study videos](#) give an impactful insight into the GAMSTOP experience from the point of view of those who use it.

HOW GAMSTOP WORKS

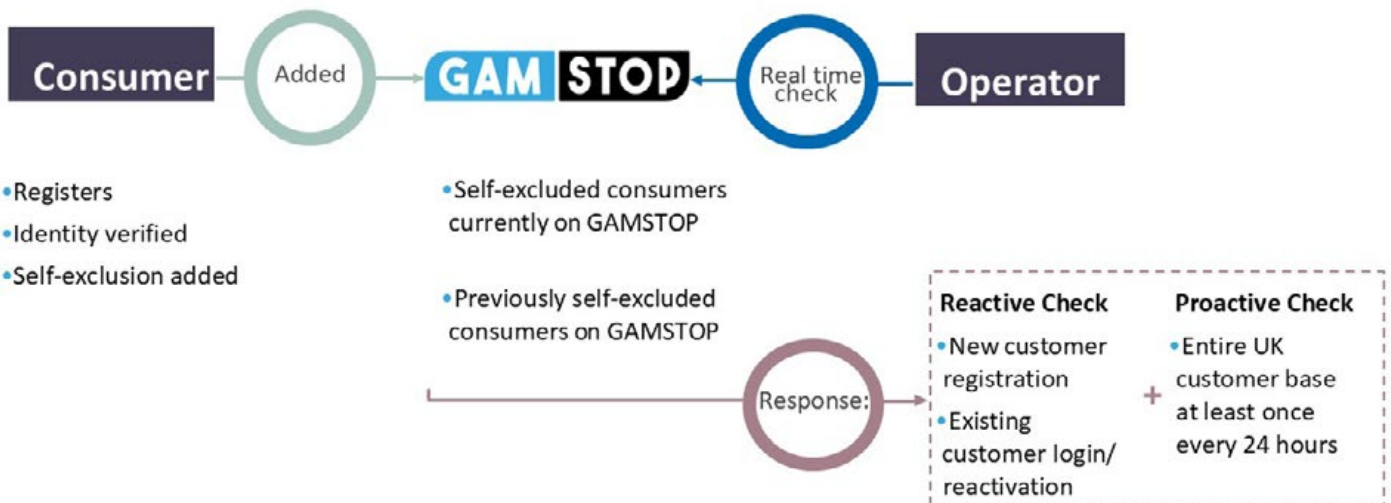
GAMSTOP initially launched as a multi-operator scheme on a voluntary basis but on 31st March 2020 it became a condition of licence for all operators which take business from British residents to integrate with the scheme, in addition to operating their own self-exclusion schemes. GAMSTOP hence became the national online self-exclusion scheme in the UK.

GAMSTOP enables consumers who are resident within the UK to visit a single website and apply a self-exclusion (of 6 months, 1 year, 5 years or 5 years with autorenewal) which blocks them from gambling across all online gambling operators licensed by the Gambling Commission. [A short animation](#) shows people what to expect when registering with GAMSTOP.

Operators must undertake a real time check of every customer who attempts to login or register a new gambling account. For consumers resident in Northern Ireland, integrated operators are asked if their Northern Ireland customers fall under their Gambling Commission licence. If this is not the case, operators are encouraged by GAMSTOP to check these customers against the register but are not obligated to do so.

From 1st April 2020, all operators have also been required to undertake a check of their entire customer base at least every 24 hours. This ensures that customers registered with GAMSTOP will not receive direct marketing from any gambling site with whom they are registered.

The scheme is free to use for consumers and simple to access. It is not intended as a stand-alone solution and users are encouraged to seek professional help and support from treatment providers, as well as using blocking software and bank blocking.



OUR OTHER WORK

MOSES

MOSES is the land-based betting shop multi-operator self-exclusion scheme in Great Britain, set up in 2016 to enable consumers to self-exclude for free from bookmakers via a single phone call. In June 2023, the MOSES scheme transitioned to Gamstop Group ownership, with the team taking over operation of the scheme in its current guise with a view to further refinement in the future.

Just under 10,000 people are currently registered on the MOSES scheme covering the UK including the Channel Islands and Crown Dependencies (not Northern Ireland). MOSES currently works with over 50 different operators and covers approximately 6,000 shops.

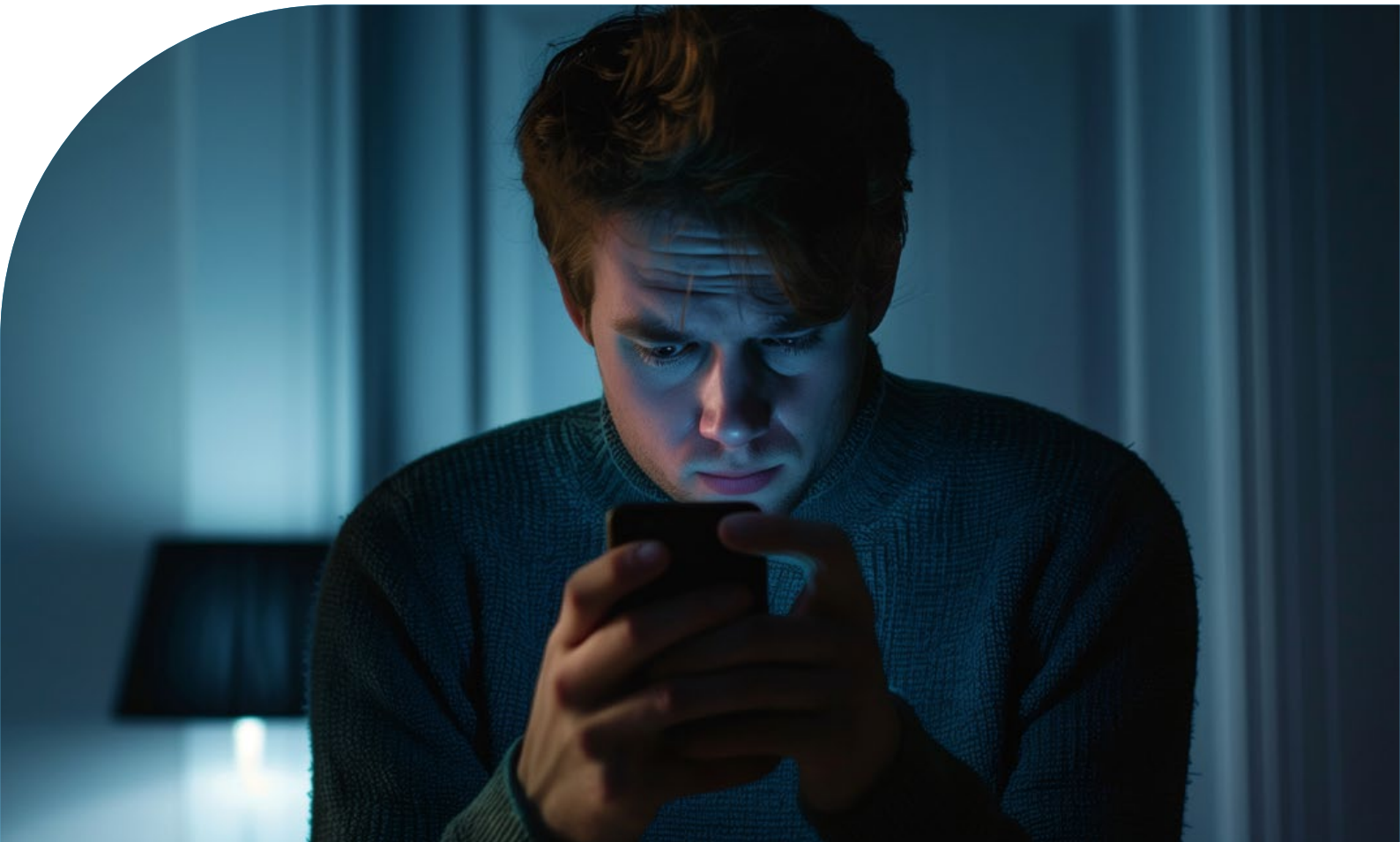
GAMPROTECT

GamProtect is a scheme run by GamProtect Ltd and seeks to help address the challenge of keeping customers safe when individual operators' controls and protections for online gambling can be set aside by simply holding other gambling accounts with different operators.

GamProtect is a scheme in the UK seeking to solve this problem by creating a mechanism for participating operators to share information compliantly and securely with other participating operators of those customers who most need support and protection, so that they can benefit from operator safer gambling protection wherever they elect to gamble online.

The scheme has been facilitated by the Betting and Gaming Council, with the support of participating operators, the Gambling Commission, the Information Commissioners' Office and the Department for Culture, Media and Sport.

Tutelar Limited is the technology partner for the GamProtect scheme the platform of which was based upon the established GAMSTOP service. The Gamstop Group team is responsible for the technical development and ongoing delivery of the GamProtect platform, working with an operator-led company, GamProtect Ltd.



OUR BOARD

The Gamstop Group, The National Online Self Exclusion Scheme Limited (GAMSTOP), The Multi Operator Self Exclusion Scheme Limited (MOSES) and Tutelar Limited (GamProtect) are incorporated in the United Kingdom as Companies Limited by Guarantee.

Our governance arrangements are as follows:

	Gamstop Group Limited	The National Online Self Exclusion Scheme Limited	Multi Operator Self Exclusion Scheme Limited	Tutelar Limited
Jennifer Watson CBE			Independent NED Chair*	
Kevin Beerling			Senior Independent NED*	
Ian Craig			Independent NED*	
Michael Dixon			Independent NED*	
Simon Reynolds			Industry NED	
Fiona Palmer			Executive Director / CEO	

**Also Member of Gamstop Group Limited*

To find out more about our Board, as well as to read our Annual Reports and Independent Evaluation Reports, please [click here](#).



ROLE DESCRIPTION

ROLE TITLE

Non-Executive Chair

KEY RELATIONSHIPS

The Board is composed of a majority of independent directors, comprising an independent Non-Executive Chair, Senior Independent Director and 2 other Non-Executive Directors, along with a single Industry Non-Executive Director and the CEO.

ROLE PURPOSE

As Chair of the Board, you will have overall responsibility for the strategic direction, performance and governance of the Group. The aim is for the Board to continue to provide specialised advice and challenge to the senior leadership team during this continued period of growth and change within the sector.

MAIN RESPONSIBILITIES

As members of the Board, all Directors are required to:

- Promote the long-term sustainable success of the company, contributing to wider society.
- Set the company's vision, values and standards and satisfy themselves that these and its culture are aligned.
- Act with integrity, lead by example and promote the desired culture.
- Set the company's strategic aims, ensure that the necessary resources are in place for the organisation to meet its objectives, and review management performance.
- Satisfy themselves on the integrity of financial information and that financial controls and systems of risk management are robust and defensible.
- Provide constructive challenge, strategic guidance, offer specialist advice and hold management to account.
- Allocate sufficient time to meet their board responsibilities.

In addition to these requirements for all Directors, the role of independent Non-Executive Chair has the following key responsibilities:

- Ensure the creation, challenge and scrutiny of robust strategic, operational and financial plans.
- Ensure the right relationships are held with industry and government and represent the Gamstop Group at senior levels with the CEO as required.
- Coach and mentor the CEO forming an effective working relationship.
- Lead and develop our Board team.
- Plan and chair Board meetings.
- Ensure there is effective and capable governance.
- Ensure the Group responds well to emerging risks and opportunities.

PERSON SPECIFICATION

PART ONE

KNOWLEDGE AND EXPERIENCE

- Previous experience as a Non-Executive Director is essential for this role, ideally as Senior independent Director, Vice Chair or Committee Chair. Prior experience as chair is an asset but is not strictly essential.
- Demonstrable independence from the gambling industry, both current and historic, is absolutely essential for this role.
- Thorough understanding of overarching governance principles and frameworks.
- Understanding of / insight into the gambling industry and / or comparable industries from a consumer or public interest perspective.
- An appreciation of the risks and opportunities inherent in delivering services in highly regulated environments.
- An understanding of the use of technology in service delivery, and the governance implications for organisations which hold large quantities of personal data.

PART TWO

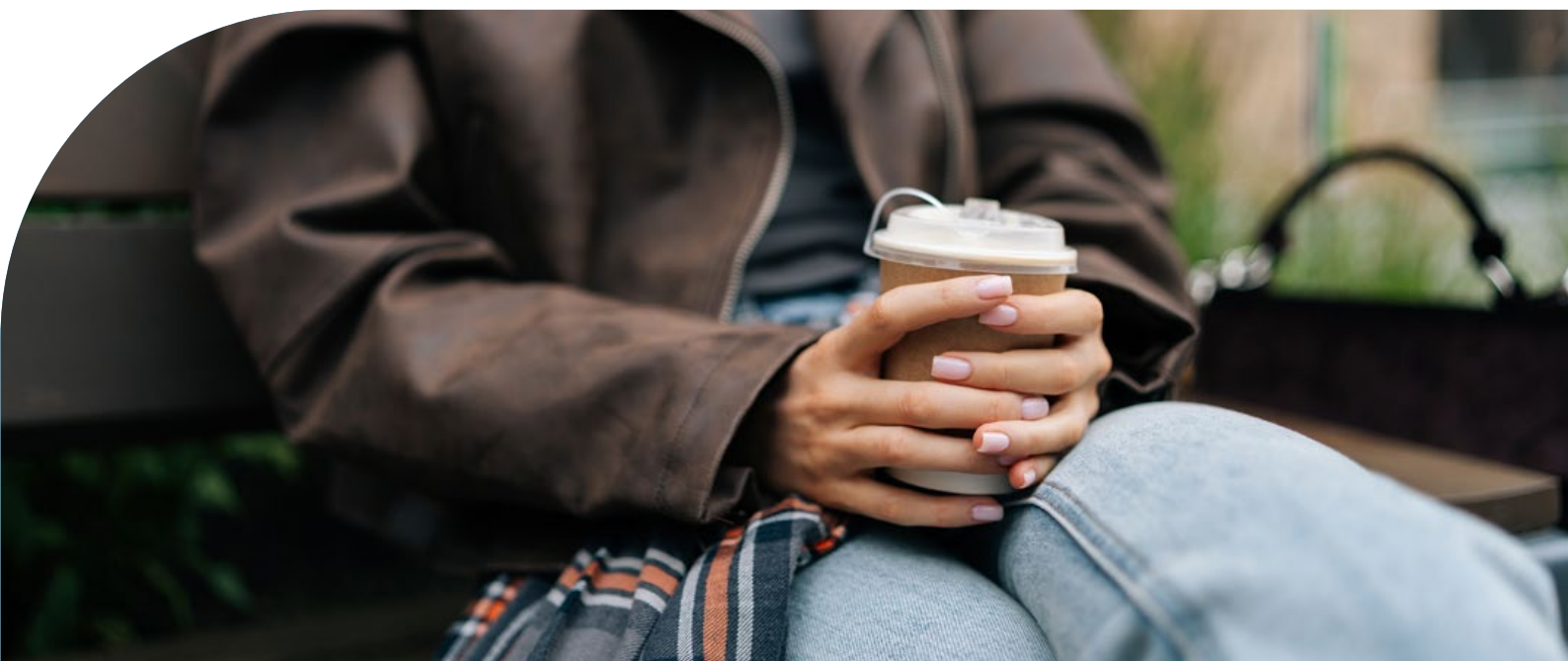
SKILLS AND ABILITIES

- Able to represent and promote Gamstop Group to a wide range of external stakeholders.
- Highly effective communication, interpersonal and influencing skills.
- Able to mentor and develop strategic and operational leaders from a non-executive perspective.
- Strong leadership and team-building skills and able to manage efficient and productive Board meetings.
- Able to both develop and critique strategy and operational performance in a complex delivery organisation, again from a non-executive perspective.

PART THREE

LEADERSHIP STYLE AND BEHAVIOURS

- Independent judgement; acts with discretion in highly sensitive / commercial environments.
- Sharp strategic thinker.
- Personally flexible and adaptable and accommodates the working styles of different people at different levels.
- Strong focus on service and customer need.
- Demonstrates integrity, personal credibility and stature.
- Empathy with the social responsibility sector.



TERMS OF APPOINTMENT

REMUNERATION

This appointment attracts remuneration of £35,000 per annum. Reasonable travel expenses will be covered for attendance at board meetings and events.

TIME COMMITMENT

Expected to be around 2-3 days per month, including time allocated for attendance at and preparation for meetings.

The Chair attends four Board meetings per annum, and provides advice and challenge to the staff team on an ad hoc basis.

LOCATION

Board meetings take place in London and Harrogate.

TERM OF APPOINTMENT

Three-year term, eligible for reappointment for a further three-years.

HOW TO APPLY

To make an application, please go to <https://starfishsearch.com/jobs/gamstop-ne-chair/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A covering letter that sets out your motivation for the role and describes the specific experience you can bring to the appointment.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Deadline for applications is **Friday 25th April 2025**.

RECRUITMENT TIMETABLE

Closing date:	Friday 25th April 2025
Preliminary interviews:	w/c 5th & 12th May 2025
Final Panel interviews:	Monday 9th or Tuesday 10th June 2025