

GAMBLING HARM LIVED EXPERIENCE ADVISORY BOARD

APPLICANT INFORMATION PACK

MAY 2026



WELCOME

Dear Applicant,

Thank you for your interest in the position of Lived Experience Advisory Board Member. On the following pages you will find more information about Switchboard, the role and how to apply.

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PROUD SINCE '75

Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ+ organisation.

This is an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ+ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

Our Vision

is an inclusive and diverse society in which all LGBTQ+ people can realise their own unique potential.

Our Mission

as a charity run by and for LGBTQ+ people, is to work to understand and respond to the needs of all LGBTQ+ communities in Sussex. We do this by listening, informing, and developing.

THE ROLE

Reports to: Gambling Harm Service Manager

Location: Remote (Some travel to Brighton)

Salary: £30 Per Hour

Contract: Minimum of 4 Quarterly Meetings

LEAB members will provide expert insight, strategic guidance, and lived experience leadership to strengthen Recover With Pride's governance, campaigns, and service delivery. The board will meet quarterly and contribute to key decisions, evaluations, and partnership development.

Key Responsibilities

Strategic Advice: Provide feedback on service design, governance, and strategic priorities.

Campaign Input: Shape messaging and outreach for national awareness campaigns.

Policy Influence: Contribute lived experience testimony to support advocacy and systemic reform.

Evaluation Support: Review impact reports and help interpret qualitative and quantitative data.

Safeguarding & Inclusion: Ensure services remain trauma-informed, culturally competent, and inclusive.

Applications will be accepted up to Friday 5th June, 2026

Shortlisting & interviews to take place in the week commencing 8th June, 2026 which will take place online.

KEY RESPONSIBILITIES

Strategic Advice

Provide feedback on service design, governance, and strategic priorities. "Strategic Advice: Provide feedback on service design, governance, and strategic priorities."

Campaign

Input Shape messaging and outreach for national awareness campaigns. "Campaign Input: Shape messaging and outreach for national awareness campaigns."

Policy Influence

Contribute lived experience testimony to support advocacy and systemic reform. "Policy Influence: Contribute lived experience testimony to support advocacy and systemic reform."

Evaluation Support

Review impact reports and help interpret qualitative and quantitative data. "Evaluation Support: Review impact reports and help interpret qualitative and quantitative data."

Safeguarding & Inclusion

Ensure services remain trauma-informed, culturally competent, and inclusive. "Safeguarding & Inclusion: Ensure services remain trauma-informed, culturally competent, and inclusive."

Critical Friend to the Senior Team

Offer constructive challenge to the senior leadership team, ensuring decisions remain aligned with lived experience, trauma-informed practice, and LGBTQ+ inclusion.

Hold the organisation to account with compassion and clarity, supporting continuous improvement while maintaining psychological safety.

Championing Inclusion & Equity

Ensure all services, campaigns, and governance processes reflect the diversity of LGBTQ+ identities and intersectional experiences.

Actively identify gaps, barriers, or biases and advocate for inclusive, culturally competent approaches. "Safeguarding & Inclusion: Ensure services remain trauma-informed, culturally competent, and inclusive."



PERSON SPECIFICATION

Essential

Lived experience of gambling harm (directly or as an affected other).
Member of the LGBTQ+ community.
Commitment to Recover with Pride's values: dignity, inclusion, trauma-informed practice, and cultural competence.
Willingness to share insights and contribute to strategic discussions.
Ability to engage respectfully in a collaborative board setting.

Desirable

Experience in governance, campaigning, or community engagement.
Knowledge of LGBTQ+ health and wellbeing issues.
Connections with LGBTQ+ networks or advocacy groups.

Term & Commitment

Appointment for two years, renewable for a further two years (maximum four years).
Quarterly board meetings (online or hybrid).
Optional involvement in campaigns, events, and consultations.

Support & Training

Induction training: Introduction to Recover with Pride (vision, mission, strategy, programmes).
Effective Meeting and Good Governance training.
Safeguarding training (mandatory e-learning).
Ongoing support and wellbeing check-ins.

Impact

By joining the LEAB, you will:
Amplify lived experience as a driver of systemic reform.
Strengthen visibility of LGBTQ+ communities in national conversations.
Promote inclusion and dignity in gambling harm recovery.
Help shape pioneering, trauma-informed services that affirm identity and empower recovery.
Strengthen visibility of LGBTQ+ communities

OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

**Gambling
Harms**

**Bereavement,
Older
People and
Dementia**

**Training &
Consultancy**

**Social
Prescribing**

**Domestic
Abuse**

**Engagement
& Research**

HOW TO APPLY



If you are interested in this role, we would love to hear from you! Please email ben.howard@switchboard.org.uk with a CV and cover letter of no more than 2 pages demonstrating how you meet the person specification.

Applications will be accepted up to Friday 5th June, 2026
Interviews will take place week commencing 8th June, 2026

PLEASE NOTE:

We recognise that Black and non-Black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

GDPR AND OUR APPLICATION PROCESS

DATA YOU SHARE WITH US

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

WHO WILL SEE THE DATA

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

WILL WE SHARE YOUR DATA?

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

WHERE WE FIND CANDIDATE DATA

The only data that we would have about you is anything that you chose to share with us through your application form.

HOW WILL WE PROCESS YOUR DATA

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviewers to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

HOW LONG WILL WE KEEP YOUR DATA

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

YOUR RIGHTS

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

HOW WE PROTECT YOUR DATA

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>