



Job Description

Job Title	Lottery Administrator
Responsible To	Lottery Manager
Contracted Hours	22.5 hours per week (hours to flex over different days each week).
Location	Lottery Department
Key Responsibilities Recording financial transactions on the lottery database for the weekly lottery and ensuring all processes comply with gambling and banking regulations. Support the Lottery Manager to proactively develop membership of the hospice lottery.	

Duties and Responsibilities

- To provide support for lottery collectors in managing their rounds efficiently
- To ensure that the Sterling database software system is used efficiently to record all lottery collections
- To make sure that the relevant spreadsheets are completed and securely sent to Secure Collections on time
- To ensure that when processing direct debits, we comply with the Direct Debit guarantee and banking regulations
- To ensure that day to day actions comply with Gambling Commission/ Charity Commission regulations
- To assist with the running of the weekly lottery draw ensuring it is made on time and complies with regulatory requirements
- All weekly paperwork is completed scanned and filed away securely after the weekly draw and all relevant spreadsheets are sent to the relevant persons
- To assist with the notification to all winners in writing, ensuring winning cheques are sent out within the agreed time frames
- Assist in ensuring that systems are in place to liaise with all existing lottery members to keep them informed of changes and deal with queries as and when they occur.

- Assist in the production of all weekly/monthly lottery reports and close of the lottery database
- To deal with enquires from potential new members quickly and efficiently
- Work, with the wider lottery and hospice teams to support the Lottery Manager in developing membership to the lottery.
- Develop and maintain relationships with local businesses for the development and promotion of the lottery
- Work with the Lottery Manager to develop corporate literature to aid lottery sign ups through payroll
- Exploring new markets and optimising the current offering
- To work with the wider lottery team, and occasionally attend events and engagements where appropriate at evenings and weekends.
- Assist with back checking phone calls for newly recruited members and lapsed and dormant members.
- To ensure the canvassers/collectors have the relevant equipment needed
- Assist with back checking lottery canvassers recruitment rounds
- To ensure that the Harlequin Fundraising and the Sterling Lottery software systems are used efficiently to record all donations/payments
- To ensure that systems exist to deal quickly and efficiently with all enquiries from staff and donors regarding donations/lottery payments received
- To assist in ensuing secure and robust systems are in place to administer and process all data and account for all monies associated with the Income Generation Department
- Make recommendations for the implementation of revised administrative working practices as deemed necessary
- To behave all times with complete integrity, respecting professional dignity and ensuring that actions enhance the reputation of themselves and the charity

Additional Support Duties

- Assist other members of the administration team with data input / recording of donations such as the cash draw
- Provide additional administrative support during sickness and holidays

General Requirements

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the staff handbook

Competence You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during your duties you should immediately speak to your line manager / supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines at all times.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

Signed.....

Date.....

PERSON SPECIFICATION

JOB TITLE: Lottery Administrator

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> • GCSE or equivalent C grade or above in English and Maths 	<ul style="list-style-type: none"> • Educated to Degree Level or equivalent 	Application form/ Interview
EXPERIENCE	<ul style="list-style-type: none"> • Relationship building • Experience working in administration • Using databases • Experienced working as part of a team 	<ul style="list-style-type: none"> • The Hospice environment or charity sector • Working with bereaved relatives • Working with volunteers 	Application form/ Interview
SKILLS	<ul style="list-style-type: none"> • Relationship building skills • Excellent verbal, written listening skills. • Good computer and IT skills such as MS Office and MS Excel. • Excellent telephone manner • Time management 	<ul style="list-style-type: none"> • Ability to monitor, analyse and segment data 	Application form/ Interview
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of general office systems and procedures • Knowledge of data protection regulations 	<ul style="list-style-type: none"> • Knowledge of fundraising databases • Knowledge of the Gambling Commission Regulations 	Application form/ Interview
PERSONAL QUALITIES <i>(Demonstrable)</i>	<ul style="list-style-type: none"> • Willingness to learn and use own initiative • Hard Working • Attention to detail • Kind and sensitive nature 	<ul style="list-style-type: none"> • Creative flair • Confident • Empathetic 	Application form/ Interview
OTHER RELEVANT REQUIREMENTS	<ul style="list-style-type: none"> • Reliable and prepared to work outside normal working hours as appropriate 	<ul style="list-style-type: none"> • Ability to travel throughout local area when required • Driving license 	Application form/ Interview

Prepared By: Tracey Price

Date: 10/01/2022

Employee's Name:

Employee's Signature: