Lottery Support Volunteer

Do you enjoy chatting to people and providing great customer service?

We're looking for a friendly and organised Lottery Support Volunteer to join our Lottery Team and help create a positive experience for our valued supporters.

This role is a great opportunity to use your communication and administrative skills to support the vital work of Nightingale House Hospice. As one of the first points of contact for many of our supporters, you'll help ensure everyone feels welcomed, valued and appreciated.

What you'll be doing:

- Welcoming new lottery supporters with a friendly phone call.
- Building positive relationships with supporters and assisting with enquiries.
- Reconnecting with existing and inactive supporters to keep them engaged.
- Following up online sign-ups and gathering supporter feedback.
- Keeping supporter records accurate and up to date.
- Providing administrative support to the Lottery Team.
- Helping deliver an excellent supporter experience that supports vital hospice care.

What we're looking for:

- Good communication and listening skills.
- Basic administration and computer skills.
- Someone who enjoys building relationships and helping others.
- No previous lottery experience is needed – full training and support will be provided.

Time Commitment

- One full day per week (where possible).

Why volunteer with us?

By volunteering with our Lottery Team, you'll play an important role in supporting our supporters and helping us make a difference in the lives of local patients and families.