



JOB DESCRIPTION

Making every day count since 1988

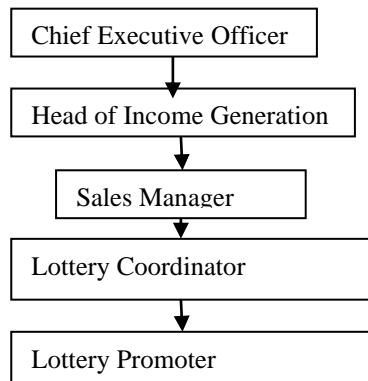
1. JOB DETAILS

Job Title	Lottery Promoter
Department	Development
Grade	2
Responsible to:	Lottery Manager

2. AIM

To be an ambassador for St Cuthbert's Hospice as part of the lottery team, signing up members to the daily lottery through door to door canvassing and at events and venues, ensuring daily, weekly and monthly targets are met.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- To be in close contact with other members of the lottery team to monitor progress against the business plan and adapt the plan based on performance to date.
- Communicate the opportunity of lottery membership to the general public without pressurising or damaging the reputation of the Hospice
- Work co-operatively with staff of the One Wish lottery.
- Build good relationships with local venues and increase the likelihood of return visits

Analytical and judgement skills

- Judge how best to attract and engage potential members
- Identify how other lottery providers are working to assess their strengths and weaknesses and identify opportunities for and threats to the Win Win lottery.

Planning and organisational skills

- Attend organised events and corporate presentations to promote the lottery
- Identify venues and plan canvassing activity with the support of the Lottery Manager
- Recruit lottery members, primarily via direct debit instruction.
- Achieve target key performance indicators
- Complete and return all relevant activity reports and timesheets as required.

Physical skills

- Actively pitch to sufficient members of the public each day, consistent with achieving a target number of daily new memberships.
- Ability to use a PC and tablet to input customer data.

Patient/Client Care

- To create an attractive and engaging marketing presence to include erecting displays stands, pop-up sales venues, and other marketing aids and promotional literature/materials.

Policy and Service Development

- Contribute to the development of appropriate standard documentation for the lottery ensuring that it is compliant with best practice and gambling and fundraising legislation and regulations.
- Ensure compliance with all Hospice policies and procedures

Financial and Physical Resources

- Achieve agreed performance targets
- Ensure all lottery numbers and stakes are correctly recorded and publicised, money banked and accounts reconcile
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Care of all equipment, membership recruitment aids and clothing provided.

Knowledge, Training and Experience

- To undertake all training required by the Hospice to ensure the role is compliant with gambling and fundraising regulations, as well as lone working policies and procedures.
- To understand the requirements of the Data Protection Act and the responsibilities of the role in regard to data processing and use.
- To remain up to date with Hospice strategy and services in order to give informed answers to questions from members and prospective members.

Human Resources

- Provide advice and instruction within own area of work to new or less experienced staff and or volunteers
- Participate in annual appraisal and personal development, undertaking training and mandatory training where appropriate.

Information Resources

- Responsible for reviewing and checking own data held on the HR web version is up to date and accurate and report any inaccuracies to the HR department.
- Generate ad hoc reports to provide timely responses to requests for information
- Process information in accordance with the law and Hospice policies and procedures
- Ensure that lottery records are at all times secure, and that records of transactions are accurate, maintained and kept up to date on a weekly basis

Research and Development

- Continually look for ways to improve the quality of the service one provides to customers
- Stay abreast of developments in the lottery sector

Freedom to Act

- Take responsibility for own area of work using own initiative and acting independently within appropriate occupational guidelines, referring to the Lottery Manager where necessary.

EFFORT & ENVIRONMENT

Physical

- Frequent requirement to assemble stands and promotional displays.
- Nature of the work will involve long periods of time canvassing/selling

Mental

- Concentration is required when answering questions from the public and processing customer information

Emotional

- Occasional exposure to distressing or emotional circumstances when dealing with the public

Working Conditions

- This is primarily an outdoor role with consequent exposure to inclement weather conditions
- Hours will be worked within the hours of 10.30 to 20.00 with regular weekend working and occasional bank holiday working.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date: