



St Cuthbert's Hospice

Making every day count since 1988

Person Specification

Post Title Lottery Fundraiser		Grade 2	Department Development	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	GCSE English and Maths at grade C(4) or above/or equivalent qualification		Customer services, sales or relevant qualification	
Experience	<p>Working in a customer-facing role</p> <p>Working in a sales-oriented/promotions environment</p> <p>Demonstrable experience of achieving workplace goals/targets</p> <p>Good record-keeping, with attention to accuracy and detail</p>		<p>Experience of initiating customer contact, either on the sales floor, door to door canvassing or venue based.</p> <p>Experience of working remotely from a central HQ base</p>	

<p>Skills and Knowledge</p>	<p>Ability to persuade with respect</p> <p>Ability to quickly build a rapport with members of the public</p> <p>Ability to adapt approach to suit different individuals and situations</p> <p>Ability to organise and manage own workload</p> <p>Working knowledge of MS Office software</p> <p>Able to convey detailed information succinctly, accurately</p> <p>Excellent communication skills, including strong listening skills</p>		<p>Knowledge of gambling and fundraising regulations</p>	
<p>Personal Attributes</p>	<p>Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity. Respect, compassion and reputation</p> <p>Patient and friendly approach to people</p> <p>Self-motivated and target-driven</p> <p>Resilient with a positive outlook</p> <p>Capable of working in both a team and on your own</p>			

<p>Special Requirements</p>	<p>Physically able to undertake the role, to include transporting marketing resources</p> <p>Some flexibility in the hours worked (some unsociable hours may be required as part of this post) lengthy periods of standing/sitting while canvassing</p> <p>Full driving licence, access to transport with comprehensive business insurance as the post holder will be required to work in the area assigned, which may include remote locations</p>			
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Issue Date: **Employee signature:**

Line Manager Signature: