

Volunteer Lottery Support Role Description

What is a Volunteer Lottery Support?

Reporting to Lottery Sales Coordinator, the Volunteer Lottery Support will provide administrative and telephone support to the Lottery team.

This role will suit people who...

- **Are friendly and personable**
- **Are confident in speaking on the phone**
- **Are effective and professional communicators**
- **Have a good attention to detail**

It is also essential that you can demonstrate our values of Compassion, Respect, Integrity, Professionalism, Choice and Reputation. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

Why do we need you?

We are looking for volunteers to help with the administrative and communication tasks of the lottery team. With assisting to our team, you will help to enable us to become more efficient and effective.

What's involved?

- Assisting with making welcome calls to our new lottery players
- Making regular phone calls to our existing players to help provide an excellent customer journey
- General administrative tasks including scanning, filing, archiving, and shredding
- Help keep trackers and spreadsheet up to date
- Other adhoc task as required

What should you already have and what could you gain from this opportunity?

There are no specific skills or training required to undertake this role, as full induction and training will be provided but we would suggest that you have basic IT skills. Support will be available from the Lottery team.

The knowledge that you will be helping to make every day count for people affected by life-limiting illness.

Policies and Procedures

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

Out of pocket expenses

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

Extra Information



Your availability

To be arranged with the Lottery Sales Coordinator during office hours of Mon-Fri 9.30am - 4.30pm



Location

St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF



Training

We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make.



Who to contact

For more information regarding this volunteer role please contact **(0191) 374 6169** or **volunteers@stcuthbertshospice.com**