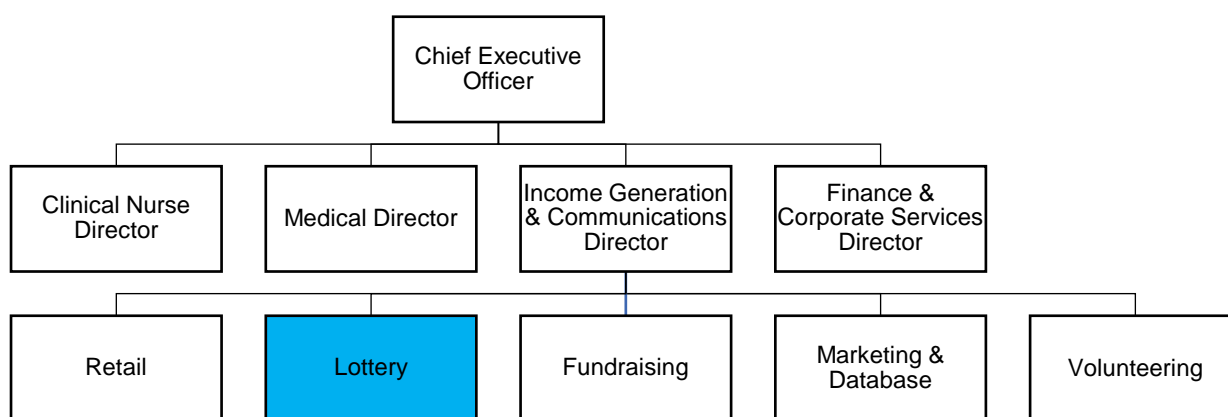


JOB DESCRIPTION

Job Title:	Lottery Administrator
Department:	Income Generation & Communications
Post Holder:	TBC
Grade:	Admin 1
Reports to:	Lottery Development Manager
Accountable to:	Income Generation & Communications Director

Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	To assist in the smooth running of Bolton Hospice lottery activities, through providing effective and efficient administration support.
Key Working Relationships:	Income Generation & Communications team Finance team Donors, supporters and volunteers

Role Responsibilities:	
<ul style="list-style-type: none"> • Day to day inputting of lottery data, using the appropriate software Provide administration support to the lottery team and ensure that administration tasks are completed efficiently, accurately and to agreed deadlines • Process weekly lottery and bumper draw payments and work closely with the finance team to balance payments. • Act as the first point of contact for all lottery enquiries received by telephone or email, providing excellent customer service at all times. • Provide high levels of customer service when liaising with lottery members and the general public. Ensure supporters are provided with high levels of donor care at all times. • Supervise office-based lottery volunteers in administration tasks. 	

- Work closely with the Lottery Development Manager to ensure that all lottery fundraising activity complies with best practice, relevant codes of practice and legislation.
- Work within agreed hospice policies, procedures and guidelines.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Any other duties as deemed necessary by the Lottery Development Manager or Director of Income Generation & Communications.

General Responsibilities:

Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Staff Name:			
Staff Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Lottery Administrator
Department:	Income Generation & Communications
Grade:	Admin 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Good level of general education, with a minimum of GCSE English and Maths at or above Grade C, or equivalent qualification.		Application Form Interview
EXPERIENCE	Experience of administration and data entry. Experience of dealing with the public.	Experience of working with volunteers.	Application Form Interview
SKILLS	Good organisational skills. Strong attention to detail and accuracy. Excellent customer service skills.	Interpersonal and relationship-building skills. Good written and verbal communication skills.	Application Form Interview
KNOWLEDGE	Highly computer literate - Microsoft Office packages.	Knowledge of the Bolton area. Knowledge of data protection legislation, fundraising regulation and gambling legislation. Working knowledge of fundraising databases / CRM systems.	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative. Strong teamwork ethic. Able to plan, manage and prioritise own workload. Able to work under pressure and to deadlines. Commitment to the vision and values of Bolton Hospice.	Commitment to continuous professional development.	Application Form Interview