



Job description

Job title: Bank Lottery Canvasser

Spinal Point Range: £11.48 per hour + Commission

Hours: Various hours available

Department: Income Generation, Marketing and Communications

Location: On location working throughout the county, reporting to St Michael's Hospice, Bartestree

Reports to: Lottery Manager

Job purpose:

To promote the St. Michael's Hospice Lottery and secure new members to join, increasing our membership, in accordance with the Gambling Commission Licensing Objectives. You will commit to all training regarding your responsibilities, and knowledge of the Hospice and the Lottery, and will be required to work compliantly at all times.

To always represent St Michael's Hospice in a professional manner and help raise awareness of the Hospice Lottery.

Duties & Responsibilities:

Door to Door Canvassing

- To call on every household in an agreed area, explain the benefits of supporting the Hospice by way of joining our lottery, within timescales required.
- We ask that you make as many calls as necessary to contact every household. We would recommend that you make these calls on different days and times to maximise the success of this task.
- We record your uptake in every area to monitor your success rate and will discuss with you if we feel that an area has not been covered sufficiently.
- You must keep accurate records of which households you have called on/have left to call on, to avoid calling on households who have declined. "Knock sheets" will be provided for you to record reasons for not participating.

Event/Venue Canvassing – to represent the Hospice Lottery at pre-arranged venues or events

- Build relationships with local supermarkets and businesses to schedule canvassing at their locations
- We ask that you speak to as many people passing the lottery booth as possible in a friendly manner, to explain our lottery and encourage people to join
- You will be required to set up the Lottery Booth at an event/venue to canvass from
- Some events may require you to walk around to speak to the public rather than standing at the booth
- If you wish to assist with sourcing additional venues/events, of course this would be welcome, but must be agreed with the Lottery Manager to ensure the hospice have a united approach to businesses or venues

To complete direct debit sign ups using an online form on a tablet

- It is essential to collect all personal information required eg date of birth, telephone numbers and contact preferences

To attend a weekly pre-arranged appointment with the Lottery Team to bring in new members application forms and payments ensuring that new lottery members are entered into the relevant draw(s), to ensure money received is banked on a regular basis, and sign-ups are acknowledged in a timely manner.

To advise the office on a regular basis of any queries you may have together with customer details ie a member of the public may wish to donate some items or may have a question re visiting times – this ensures that we can contact the person as soon as possible and resolve their query efficiently.

To ensure that your Identity Badge is worn and visible when working on behalf of St Michael's Hospice Lottery.

ADDITIONAL RESPONSIBILITIES

To promote the Hospice lottery whenever possible.

- Seek every opportunity to spread the word of the hospice, putting up posters with permission from venues/sites.
- Sign up as many friends and family as possible where appropriate.
- Display lottery leaflets in any suitable outlets ie shops, hairdressers, pubs etc, with the owner's permission. These can be coded with your initials, and you will receive commission for any that are returned and successfully processed.

To support and participate in the fundraising activities of the hospice wherever possible.

- We have a hospice lottery presence at most hospice events, and representatives are most welcome to help on our stand, where we promote the lottery. We obviously pay commission for any new member that you sign up whilst at events.

Adhere to all Hospice policies, specifically to confidentiality, Data Protection, Health and Safety and Gambling, at all times.

- Undertake any other reasonable duties as may be requested, such as leaflet/newsletter distribution to lottery members in your canvassing area.

Person Specification

1) Specialist knowledge and/or experience

Essential

- Self-motivated and forward thinking with a can-do attitude, capable of working within a team when required
- Friendly and positive attitude
- Excellent organisational skills
- Ability to deal professionally with members of the public face to face and build a good rapport with potential supporters
- Experience of working in a fundraising/sales environment
- An understanding of the Data Protection Act and the ability to record data
- Able to and willing to work at such times as needed to meet the requirements of the post
- Physically fit, this role will involve walking and erecting stands at events/lifting
- Over 21 with a valid driving license

Desirable

- Good standard of education; GCSEs Maths and English or Equivalent. Good standard of English language
- Experience of working in the charity sector
- Experience of working in a door-to-door sales and target driven environment
- Knowledge of Gambling and Charity Commission guidelines and regulations
- Knowledge of the local area and awareness of St Michael's Hospice

2) Skills and behaviours

- **Organisation** Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic timescales.
- **Relating to others** Quickly builds rapport and easily establishes relationships. Listens and relates well to different types of people, including being able to identify vulnerable people not suitable to play the Lottery.
- **Communication** Speaks confidently and fluently. Talks at a suitable pace and level. Holds others' attention when speaking. Writes fluently, clearly and concisely. Adapts own written communication style to suit others.
- **Flexibility** Successfully adapts to changing demands and conditions.
- **Problem solving and analysis** Analyses issues and breaks them down into their component parts. Makes systematic and rational judgements based on relevant information.
- **Quality Orientation** Provides a quality service. Maintains high professional standards and gets work right first time.

- **Reliability** Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

3) Special conditions

- Some weekend or evening work.
- Conditions while doing door-to-door canvassing can often be disagreeable e.g. Wet/hot/cold and occasionally requires lifting heavy objects.

Our values

- Respect, dignity and the privacy of our patients and families always come first
- Compassion and respect towards each other
- People are at the heart of everything we do
- Transparency and candour
- Collaborative working and a common-sense approach

Equal Opportunities Statement

At St Michael's Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael's, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

May 2023