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**Job Description and Personal Specification**

**Job Title:** Lottery Engagement Administrator

**Spinal Point:** 5-7

**Hours:** 15 hours over 2-3 days *(must include Fridays due to lottery draw requirements)*

**Department:** Income Generation, Marketing and Communications

**Location:** St. Michael’s Hospice | Reports to: Lottery Manager

**Responsible to:** Income Generation, Marketing and Communications Director

**Job purpose:** To provide support to St Michael’s hospice in-house Lottery Team, this will include various administration tasks, engagement of new, ongoing and past lottery members and development of single tickets in our retail stores.

**Responsibility Areas**

* Nurturing of new and existing supporters
* Performs the weekly lottery draw
* Data input to the lottery CRM
* Supporting retail teams to sell SMH Single Lottery tickets at till
* Attending hospice events to raise awareness of seasonal raffles or the lottery
* Have an understanding of lotteries and comply with regulations set by the Gambling Commission
* Have an understanding of Fundraising Regulator Fundraising Codes of Practice and GDPR.

**Communication**

* Ensure members feel valued throughout their supporter journey through thank you telephone calls and written letters, to improve retention and encourage further support of the hospice
* Enthuse others and encourages them to support the Hospice and the lottery/raffles
* Engage with retail colleagues to raise awareness of how valuable the lottery is to SMH and what opportunities exist
* Deal with any complaints or concerns in a professional and sensitive manner
* Commitment to building good internal and external relationships, both with colleagues and supporters

**Day-to-day Administration**

* Deal with lottery enquiries via email and telephone or postal enquiries
* Assist fundraising and retail with administration duties when necessary
* Accurate updating of supporter information
* Have an understanding of and deal with queries for Direct Debits, standing orders and card payments
* Update payment methods and reconcile accounts
* Processing of raffle entries for seasonal draws
* Support with any campaigns or mailings
* Manage invitations and acceptances to lottery cultivation events

Person Specification

**Specialist knowledge and experience**

* Experience of providing administrative support and maintaining information on databases, in spreadsheets and of general records management.
* Experience of delivering excellent written and verbal communications
* Proficient in using all aspects of Microsoft Office

**Skills and behaviours**

* **Organisation**: Organises own time effectively and creates own work schedules. Prioritises and prepares in advance. Sets realistic time-scales.
* **Team working** and relating to others: Quickly builds rapport and easily establishes relationships. Relates well to different types of people, listens and gets on with them.
* **Communication**: Speaks confidently and fluently face to face and via telephone. 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.
* **Reliability**: Is reliable; follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.
* **Attention** to Detail: ensure records are kept up to date and accurate at all times.
* **Personable**: Approachable, sensitive and kind for liaising with a variety of people

**Special Conditions**

* Willingness to travel throughout the county as required by the role.
* Flexibility to provide cover for sickness and annual leave within the Lottery Department.
* Applicants must be over 21, have access to a personal vehicle suitable for work purposes, hold a clean driving licence, and maintain business insurance cover for the vehicle in compliance with health and safety standards.
* Comfort in engaging with bereaved individuals who support the hospice.

**Our Values**

***“What matters to you is what’s important to us”***

To ensure we deliver upon this every day, we empower people to work collaboratively to reach the **best possible decisions**, realise them in the **best possible way** and at the **best possible time**.

**We value:**

Knowledge, judgment, and kindness in reaching the **best possible decisions**

Courage, integrity, and passion in realising those decisions in the **best possible way**

Honesty, empathy, and determination in doing so at the **best possible time**.

Living our values influences **the way we behave**. The way we behave informs **the way we do things**. The way we do things is **the St Michael’s way**.

**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.

October 2024