

## **VOLUNTEER ROLE DESCRIPTION**

### **Lottery Telesales Volunteer**

<b>Reports to:</b>	Lottery Administrator
<b>Accountable to:</b>	Lottery Development Manager
<b>Hours</b>	Regular involvement as agreed and additional attendance at required training sessions.
<b>Aims</b>	To raise funds for Bolton Hospice through securing new members to the Hospice Lottery via telesales activity.
<b>Responsibilities</b>	<p>To call prospective or lapsed lottery members and encourage them to join or re-join the Bolton Hospice Lottery.</p> <p>To call lottery members whose membership is due for renewal to secure their continued support.</p> <p>To follow existing administrative procedures in relation to telesales in the lottery office.</p> <p>To always respect confidentiality and professionalism when representing the Hospice.</p> <p>To advise staff of any suggestions, queries or concerns you may have concerning your duties.</p> <p>To attend training sessions as required.</p> <p>To adhere to the Volunteer policies and procedures including Health &amp; Safety.</p>