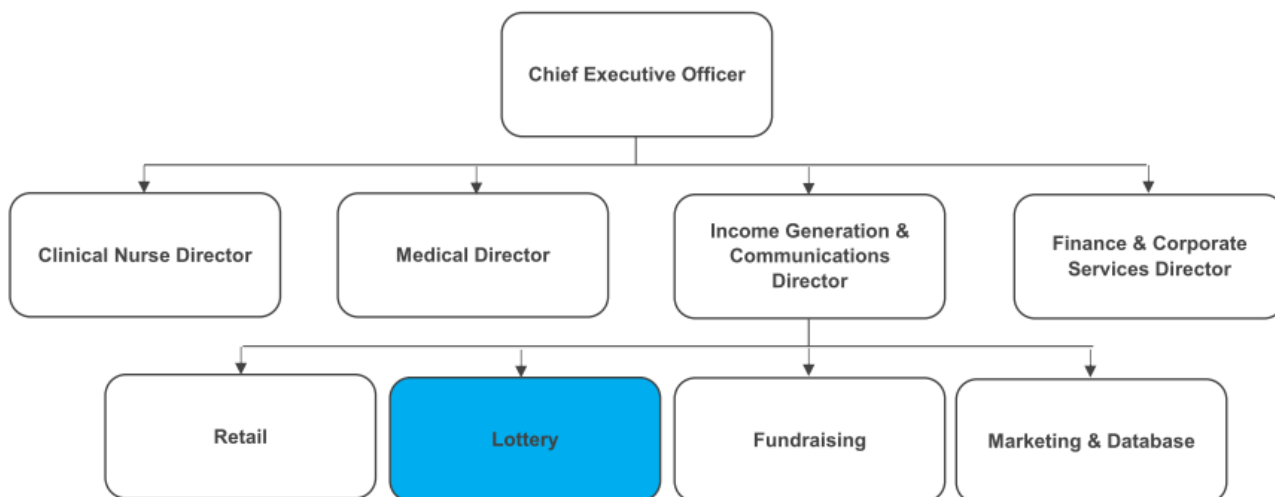


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Lottery Assistant (Bank)</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	tbc
<b>Grade:</b>	Admin 1.1
<b>Reports to:</b>	Lottery Development Manager
<b>Accountable to:</b>	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.

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

### Role Responsibilities:

- Provide administration support to the lottery team and ensure that administration tasks are completed efficiently, accurately and to agreed deadlines.
- Day to day inputting of lottery data, using the appropriate software.
- 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.

**General Responsibilities:**

**Health and Safety**

All staff members 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 work 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 staff members have a duty to attend training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All staff members 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 staff members 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.

**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 staff 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.

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

<b>Job Title:</b>	<b>Bank Lottery Assistant</b>
<b>Department:</b>	Income Generation & Communications
<b>Grade:</b>	Admin 1.1

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.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Good level of general education, with a minimum of GCSE English and Maths at or above Grade C, or equivalent qualification.		Application Form Interview
<b>EXPERIENCE</b>	Experience of administration and data entry. Experience of dealing with the public.	Experience of working with volunteers.	Application Form Interview
<b>SKILLS</b>	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
<b>KNOWLEDGE</b>	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
<b>PERSONAL ATTRIBUTES</b>	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. A full driving licence and access to a vehicle insured for business use.	Application Form Interview