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## Job Description

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Eden Valley Hospice



<b>Post:</b>	<b>Lottery Manager</b>
<b>Department:</b>	<b>Income Generation &amp; Marketing</b>
<b>Salary:</b>	<b>FTE £27,229</b>
<b>Hours:</b>	<b>30 - 37.5 hours per week over 5 days, with some home working opportunities. (Flexibility in terms of number of hours worked will be given to the right candidate. Please state your preference in your application.)</b>
<b>Reports to:</b>	<b>Director of Income Generation &amp; Marketing</b>

### Overall aims:

To manage the development and be responsible for the day to day running of our hospice lottery in order to achieve the targeted income levels.

To ensure full compliance with the Gambling Commission legislation under the Gambling Act 2005, as well as all other regulation relevant to the lottery operation.

### Job Responsibilities

#### Compliance

- Manage the Hospice lottery in an efficient and cost-effective manner, always seeking methods to develop and improve income generation.
- Whilst having responsibility for adverse and non-compliant incidents, ensure relevant matters are reported to the primary Personal Management Licence Holder in a timely and accurate way.
- Be fully knowledgeable of sector regulations and legislation to ensure all procedures surrounding the running of our lottery and associated raffles are fully compliant and that all of those involved in the lottery are fully training and fulfilling legal obligations.
- Ensure that the lottery records are always secure and kept up to date on a weekly basis.
- Responsible for all monies into and out of the lottery operation, processing invoices and ensuring accounts reconciled with a clear audit trail.
- Carry out the weekly draw, inform the winners and arrange payment of prizes.
- Ensure all collection rounds are efficiently collected and processed.
- Develop and maintain knowledge of the Gambling Act 2005 in relation to Society Lotteries.
- Maintaining the Non-Remote and Remote gambling licences on behalf of Eden Valley Hospice.
- Participate, and play a key part, in Gambling Commission inspections/audits.
- Keeping a log of any Key Events and Complaints and reporting to the Gambling Commission.
- Complete and submit all relevant documents needed by the Gambling commission, in keeping with their submission deadlines.

## **Data and Evaluation**

- To monitor income performance in a timely way and with the support of the Director of Income Generation & Marketing, take recovery and remedial action as appropriate
- Undertake analysis and research to inform decision-making and improve working practices.
- Analyse common cancel points within lottery memberships and develop a retention strategy to reduce attrition rates.
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## **Lottery Development**

- Ensure networking takes place within the sector to maintain knowledge, skills and a contemporary understanding of the function is maintained.
- Represent Eden Valley Hospice at Hospice Lotteries Association meetings when and where necessary, to share best practice and enhance our own lottery.
- Responsible for the relationship management of our canvassing partner ensuring prospective lottery players receive a high standard of service.
- To develop the weekly lottery to ensure the growth of this income stream, including continually sourcing new opportunities.
- Increase the use of robust data evaluation to inform future activity.
- With the support of the Marketing & Engagement team, lead on marketing initiatives to increase awareness resulting in maximised sales.
- Ensure that the Hospice Lottery is represented at fundraising events.
- Work with other areas of the Income Generation department to promote raffles and single tickets.
- Deliver, and review, donor stewardship to ensure lottery members are thanked regularly and informed of the difference they are making to patient care, as well as other ways they are able to support.

## **Other**

- Line manage the Lottery Assistant
- Liaise with the Director of Income Generation & Marketing to set annual lottery budgets.

## **Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves and others. They are to make themselves aware of the Eden Valley Hospice' Health and Safety Policy and procedures, thus ensuring a safe working environment. Line Managers are responsible to promote working safely and ensuring that their team are carrying out duties in a safe manner.

## **Data Protection and Confidentiality**

All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures.

### **Training**

All employees are expected to keep their mandatory training up to date. Line Managers are responsible for ensuring their team have adequate time and resources to ensure all mandated training requirements are completed. Annual appraisals are to be completed in a timely manner, in which relevant development and training requirements are identified.

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.

### **Person Specification**

<b>Knowledge and Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
GCSE qualifications including Maths and English (Grade C or above)	✓	
Knowledge of the Gambling Commission Act 2005		✓
Knowledge of charity law and guidance		✓
Knowledge of MS Office, with the ability to analyse figures in Excel	✓	
Knowledge of Gift Aid		✓
<b>Experience</b>		
Line management experience		✓
Experience of working within a charity/third sector environment		✓
Experience of budgetary control & working to targets	✓	
Substantial experience of administration within a busy, professional environment	✓	
Demonstrable experience of strategic planning in a trading/commercial context		✓
Experience dealing with the public	✓	
Experience of managing volunteers		✓
<b>Skills and abilities</b>		
Ability to communicate positively with supporters and colleagues by telephone, e-mail and letter.	✓	
High level of accuracy and attention to detail	✓	

Ability to work calmly and methodically under pressure	✓	
Able to work collaboratively and listen to the needs of internal & external stakeholders	✓	
Ability to demonstrate a solution focused approach	✓	
Proven strong organisational skills with ability to set up and manage systems	✓	
Ability to adapt to changes in market and business expectations	✓	
Ability to manage time by multi-tasking and using own initiative	✓	
Excellent and accurate numerical skills	✓	
Aptitude and enthusiasm for embarking on fresh initiatives	✓	
<b>Personal qualities</b>		
Approachable, professional, and compassionate	✓	
Strong sense of responsibility and accountability	✓	
Able to act on own initiative as well as a team member	✓	
Good interpersonal skills and ability to communicate at all levels	✓	
To adhere to and work within our hospice values	✓	
<b>Special requirements</b>		
Car driver – full driving licence and access to own transport, or the ability to travel independently		✓
Willingness to work flexibly to meet the needs of the service, this may include very occasional weekends or evenings with advance notice, with time off in lieu given	✓	