

# st michael's hospice

## **JOB DESCRIPTION**

**Job Title:** Lottery Team Leader

**Job Location:** St Michael's Hospice

**Responsible to:** Individual Giving Manager

**Accountable to:** Income Generation Director

### **1.0 MAIN PURPOSE OF THE ROLE**

To be responsible for effective management and operation of the St Michael's Hospice Lottery, including the weekly draw and associated gambling products. To ensure that the Lottery and associated activities fully comply with the Gambling Act 2005, the Licence Conditions and Codes of Practice (LCCPs), and any other relevant legislation.

To develop and implement innovative strategies to ensure the Lottery remains a sustainable long-term income stream, with focus on player acquisition and retention.

### **2.0 PRINCIPAL RESPONSIBILITIES**

- 2.1 To have a comprehensive working knowledge of the Gambling Act 2005 and the associated Lottery Conditions and Codes of Practice (LCCPs) and be responsible for ensuring the Lottery is fully compliant within these regulations.
- 2.2 To lead the creation and implementation of both strategic and operational service developments that enable the Lottery to achieve its objectives and that strengthen operational efficiency.
- 2.3 To provide inspirational line management and support to all members of the Lottery team and volunteers.
- 2.4 To ensure Lottery Company accounts are accurately recorded and maintained, demonstrating financial acuity and accounting principles, leading the annual audits
- 2.5 To manage the successful execution of the weekly draw, ensuring maximum play efficiency
- 2.6 To be responsible for the completion of all Gambling Commission return and submissions, and any ancillary activities included under Gambling Commission registration.
- 2.7 To work with the Individual Giving Manager to produce regular management and financial updates for presentation by the IG Manager at the Lottery board, main Hospice board and Extended Leadership Team when required"

- 2.8 To take responsibility for the accurate monitoring and calculation of commission reclaims for Lottery Canvassers and producing year end commission statements for Lottery Collectors and Canvassers
- 2.9 To ensure that all debit card payments taken by the Lottery Draw team are lawful and meet PCIDSS regulations
- 2.10 To be responsible for the acceptance and transfer of all donations processed by the Lottery team to the Hospice's General Fund on a monthly basis
- 2.11 To have responsibility for ensuring all Lottery funds are banked and processed securely and efficiently, with accurate and full recognition onto Lottery software to ensure the weekly draw remains compliant
- 2.12 To be responsible for the accurate entry and management of all Lottery data onto the relevant finance package, reconciling all Lottery bank accounts and reporting discrepancies
- 2.13 To manage the promotion and use of the Lottery Microsite, ensuring all new members are processed and preparing accurate statistical reports to gauge efficiency and effectiveness
- 2.14 To support the co-ordination and mentoring of the Lottery office volunteers ensuring appropriate and manageable workload
- 2.15 To undertake all other aspects of general office duties and communications
- 2.16 To ensure that all Lottery activities are compliant with GDPR regulations
- 2.17 To assist with other promotions, including attending events to promote the Lottery and associated products when required
- 2.18 To ensure a close working relationship with other Income Generation teams to ensure all opportunities for income generation are maximised.

### **3 ADDITIONAL RESPONSIBILITIES**

- 3.1 To carry out duties with full regard to the Company's Equalities and Diversity Policies
- 3.2 To act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers
- 3.3 To ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area
- 3.4 To carry out any other duties, within an appropriate level of responsibilities as required
- 3.5 To undertake flexible hours as and when the need arises to maintain safe patient practice
- 3.6 To ensure confidentiality at all times within the Hospice
- 3.7 To support and participate in the fundraising activities of the Hospice wherever possible
- 3.8 To be an ambassador for the Hospice
- 3.9 To ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation

- 3.10 To promote, at all levels, the Company's vision, values and strategic objectives
- 3.11 To hold DBS and Occupational Health clearances appropriate to the role. Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

## PERSON SPECIFICATION

<b>Post title:</b>	Lottery Team Leader
<b>Department:</b>	Lottery

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
Education/ Qualifications	<p>Good level of secondary education</p> <p>Competence in numeracy and literacy skills demonstrable through qualification or practical application</p>	<p>Completion of additional specialist training or development (e.g Thrive)</p> <p>Ability to use Starvale database</p>
Work background and experience	<p>Experience of working in a busy administration / cash office and working to deadlines</p> <p>Management experience – able to manage, motivate and inspire direct line reports.</p> <p>Experience of ensuring legal and operational compliance</p> <p>Experience of financial systems ie Sage</p> <p>Supervisory experience</p>	<p>Experience of working with volunteers</p> <p>Experience of working within a financial environment</p> <p>Experience of Gambling Commission LCCPs or working in a gambling environment</p>
Skills/ability/ Knowledge and Personal Qualities	<p>Willingness to learn Gambling Commissions Lottery Conditions and Codes of Practice (Gambling Act 2005)</p> <p>Excellent communicator – both written and verbal</p> <p>Able to build empathetic rapport with individuals</p> <p>Knowledge of local area</p> <p>Ability to motivate and lead others including managing under</p>	<p>Knowledge of PCIDSS regulations</p> <p>Existing knowledge of the Gambling Commissions Lottery Conditions and Codes of Practice (Gambling Act 2005)</p>

	<p>performance, monthly 121 meetings and annual appraisals.</p> <p>Excellent IT skills – in particular Word, Excel and Outlook</p> <p>Able to work well under pressure, both in a team and when lone working, with ability to manage own time effectively</p> <p>Highly organised with systematic approach and attention to detail</p> <p>Ability to resolve problems/issues tactfully and effectively</p> <p>Able to learn new techniques, technology and systems within a reasonable timeframe</p> <p>Responsible, accurate and conscientious – passionate about delivering a good service and raising money for our Hospice</p>	
Other requirements	<p>Car owner with full driving licence; or able to demonstrate how the travelling requirement of the post will be met.</p> <p><b>Physical requirements</b> Able to play an active role in the running of events, including setting up tables and chairs, delivering and unloading goods</p> <p>Able to work at a computer desk (modified workstations available)</p> <p><b>Mental requirements</b> Able to cope with a number of projects/tasks running concurrently</p> <p>Able to deal with changing priorities and deadlines</p>	<p>Ability to very occasionally work some unsociable hours i.e. evenings and weekends if required</p>