

st michael's hospice

JOB DESCRIPTION

Job Title: Income Generation 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 the management and leadership of an income generating team to deliver a compliant Hospice Lottery, motivating and inspiring a small team within the wider Fundraising department to ensure the Lottery and associated activities fully comply with relevant licences and legislation.

To develop and implement innovative strategies to drive income through our Lottery product, ensuring the Lottery remains a sustainable long-term income stream with emphasis on player acquisition and retention.

2.0 PRINCIPAL RESPONSIBILITIES

- 2.1 Undertake relevant learning and development to ensure a comprehensive 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 team along with its volunteers and lottery representatives including conducting monthly 1:1's and performance reviews.
- 2.4 To maintain accurate financial accounts
- 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 alongside the Lottery & Admin Assistants
- 2.7 To work with the Individual Giving Manager to produce information and insight to regular management and financial updates.
- 2.8 To ensure accurate monitoring and calculation of canvasser commission reclaims.

- 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 internal finance reconciliation and allocation of all donations processed by the Lottery team to the Hospice's General Fund, on a monthly basis
- 2.11 To support the co-ordination and mentoring of volunteers, ensuring appropriate and manageable workload
- 2.12 To ensure that all activities are compliant with GDPR regulations
- 2.13 To assist with promotions, including attending events to promote the Lottery product along with other fundraising initiatives when required
- 2.14 To maintain close working relationships with fellow fundraisers across the team 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

Post title:	Income Generation Team Leader
Department:	Lottery

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

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