

Person Specification – Supporter Engagement Assistant (Lottery)

Requirement	Essential	Desired	How Assessed*
Education & Qualifications	Good standard of education. A minimum of GCSE grade A-C in English and Maths.	Use of lottery software and CRM systems	Application Form / Interview
Knowledge, Skills & Experience	Excellent written and verbal communication skills. Excellent computer literacy skills including Microsoft Office packages and social media platforms; Facebook, twitter and Instagram Experience in sales or retail	Experience within the charity lottery sector Working with volunteers	Application Form / Interview
Personal Skills	Ability to work under pressure and exercise judgement when dealing with enquiries Competence in collation and production of data Ability to analyse complex information Strong team working skills Evaluation and monitoring skills Smart / professional appearance Values aligned to the ethos of the Hospice	Proven ability to innovate and bring energy to introducing change Ability to get involved	Application Form / Interview
Planning & Organisational skills	Ability to prioritise Ability to work without supervisions and use own initiative Highly organised with good time management		Application Form / Interview
Other skills	Flexibility to support needs of colleague's work demands Ability to travel within the local geographical area A full driver licence and access to a vehicle are requirements of this post Flexibility in hours (some unsociable hours may be required as part of this post)		Application Form / Interview

*** Shortlisting candidates for interview** – We will shortlist candidates for interview by scoring against the above essential and desired criteria. Please tell us in your application and 'Supporting Information' section how you meet the requirements we are asking for.