

Job Description

POST:	Lottery Data Officer
HOURS:	28 hours per week
CONTRACT:	Permanent
SALARY:	£18,986.24* - £19,568.64 per annum (based on 28 hours / week, dependent on pension scheme)
ACCOUNTABLE TO:	Director of Income Generation
REPORTS TO:	Head of Supporter Engagement

JOB PURPOSE:

To support the running of an effective lottery membership income stream whilst maintaining a high standard of administration on our database ensuring that all personal data and data processes are carried out under the General Data Protection Regulations and compliant with the Gambling Commission and Fundraising Regulator's requirements.

Support the growth of the Hospice's lottery operation maximising potential whilst delivering exceptional customer service and communication to new and existing lottery members and the community.

Through the importing of donations and data, you will aid the department in developing a full supporter picture of our lottery donors, plus enable the Supporter Care team to provide trustworthy data for mailings and enable better and more comprehensive analysis. This will help build strong and long-lasting relationships with our supporters and confirm our value of connecting with our local communities so that they continue their generous support.

KEY WORKING RELATIONSHIPS

- Director of Income Generation
- Director of Marketing, Communications and Engagement
- Lottery Lead
- Head of Retail
- St John's Hospice Shops
- Community Fundraising Manager
- Supporter Care Manager
- 3rd party organisations involved with the hospice lottery

MAIN DUTIES

- Promote St John's Hospice lottery in the North Lancashire and South Lakes Community.

- Work with wider fundraising team in promoting Hospice lottery, specifically the community fundraisers and retail shops.
- Maximise sales and promotion of all lottery products including annual Bumper draws.
- Ensuring that all weekly numbers and stakes are correctly recorded, money banked and accounts reconciled.
- Run the weekly Friday draw and carry out post-draw tasks.
- Be aware and implement all current and future legislation relevant to the operating of the Lottery.

Administration

- Ensuring that the lottery records are always secure, and that records of all transactions are maintained and kept up to date on a weekly basis.
- Generating new member, renewal and cancellation letters & log all communication activity.
- Manage spot checks for underage or vulnerable supporters
- Investigate any lottery complaints as per our policies and procedures making sure Lottery Lead and Director of Income Generation are aware.
- Maintain professional relationships with any third-party partners.
- Liaise with our lottery canvassing company to download new weekly signups and import these into Donorflex using the Data stream Mapping module
- Respond to member enquires and questions in a timely and appropriate manner.
- Ensure the St John's Hospice website is updated on a weekly basis with winning numbers and winners are communicated with by letter/email and or telephone as appropriate.
- Ensure winners' prize funds are distributed within our guideline of 5 working days.
- Support the Bumper Draws to ensure all extra transaction are processed promptly and timely.

Compliance

- Develop and maintain knowledge of the Gambling Act 2005 in so far as it relates to Society Lotteries.
- Ensuring that the Lottery Codes and Conditions of Practice of the Gambling Act 2005 are adhered to by all who are responsible for the sale of ANY lottery/raffle product throughout the Hospice.
- Support the submission of Gambling Commission returns within 90 days from the draw date

Data & Finance

- Support ways to increase player numbers and increase profitability of the lottery using analysis of data to support growth.
- Accurately extract data for focus areas to meet the requirements of the business plan.
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- Review data from all fundraising activities to produce accurate and insightful reports that support the Lottery Lead in planning future promotions and engagement and enable the Hospice to better understand and reach the right supporters
- Support the vision to have accurate data on all plays to allow stewardship and productive marketing to enhance growth.

- Ensure the lottery members' data is uploaded onto the donor database weekly & that this data is accurate.
- Ensure that weekly records created and identified as having errors are properly corrected and any further training needs are identified.
- Access third party Sharefile sites to download and process files regarding new members, direct debit payments. Ensure all memberships reconcile against active members to ensure accurate entry into the weekly draw.
- Administer and process all renewal and new member cheques, cash and card payments ready for banking.
- Liaise with finance to arrange processing of standing order payments.
- Ensure that the database receives regular data quality audits and any inputting irregularities are corrected promptly.

GOVERNANCE

- Ensure that all donor information is recorded on the Donorflex database adhering to agreed data entry protocols and General Data Protection Regulations (GDPR) in line with Fundraising Regulator Standards.
- Comply with regulations regarding lottery activities to safeguard against breeches.
- Ensure you carry out all financial procedures in accordance with audit requirements and in line with relevant Hospice policies, to ensure the correct allocation of income.
- Ensure you perform all lottery duties in-line with Gambling Commission rules and regulations.
- Keep abreast of any changes in legislation and industry news.

OTHER

- Complete all mandatory training.
- Attend any training or development required by the Hospice.
- Read and understand all Hospice policies and procedures.
- Participate in the annual appraisal programme.
- Positively promote, support and represent the Hospice within the community and maintain the philosophy, ethos and ambience.
- Be aware of personal responsibilities as defined by the Health and Safety at Work Act 1974.
- Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff, volunteers and ethos.
- Undertake any other tasks, duties or responsibilities as requested by your line manager or other senior manager, including the Board of Trustees and the Chief Executive.

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

Standard

DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.