

JOB DESCRIPTION

JOB OVERVIEW	
JOB TITLE	Lottery Administration Officer
DEPARTMENT	Lottery
LOCATION	Phoenix Square, Colchester
REPORTS TO	Lottery Administration Team Leader

KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"> • Lottery Manager • Lottery Administrator • Lottery Marketing Officer • Lottery Fundraisers • Volunteers 	<ul style="list-style-type: none"> • Members and general public • Finance Team • Fundraising & Retail Team • Staff within St Helena • Other charity, retail and fundraising staff

KEY PRIORITIES
<ul style="list-style-type: none"> • To provide the Lottery Manager, Lottery Administrator, Lottery Marketing Officer and Lottery Fundraisers with administrative support to help and assist the Lottery department to achieve its annual financial targets. • To be responsible for the reconciliation of the lottery account and to assist in increasing the number, quality and regularity of players participating in the Lottery.

DUTIES & RESPONSIBILITIES
<ul style="list-style-type: none"> • To organise all invoices in relation to external agencies and newsagents including resolving payments and all account handling duties. • To manage the financial reconciliation of Lottery accounts. Liaising with the Finance Director and Director of Income and Communications where appropriate. • To take responsibility for the management of standing orders and direct debits for the Lottery to include processing, managing, reconciling against bank statements and administrating acknowledgments. • To monitor new standing order applications and investigate payment where necessary • To process all new applications for membership to the lottery and to monitor new standing order applications and investigate payment where necessary. • To maintain an accurate and up to date membership database utilising the Sterling software package. In particular being responsible for Your Hospice Lottery database to ensure that the system is well managed. • To deal with post and answer telephone enquiries on a daily basis. • To deputise for other lottery roles in the event of holiday or sickness absence. • To ensure efficient collection of monies by the Lottery Team and Volunteer Collectors. To co-ordinate collectors and be responsible for visiting and collecting payments from members on a regular basis and deliver safely and securely to the Lottery Office. Responsible for the day to day organisation of Newsagents in relation to invoices, chasing payments and general account handling duties. • To assist the Lottery Manager and Lottery Administrator with the end of year financial reconciliation of Lottery accounts. Liaising with the Finance Director and Income and Communications Director where appropriate. • Investigating and resolving excess and problem payments by liaising with both the Finance department and members of the public. • To assist with prize draws on a weekly basis and ensure all winners are notified by letter and the results published in the local press and on the Your Hospice Lottery website.

- To assist in maintaining proper detailed and up to date records to include banking, income and expenditure for submission to the Finance Department and Fundraising and Communications Director for auditing and accounting purposes.
- To take responsibility for the collating and banking of all monies and cheques on a weekly basis.
- To ensure the Lottery is balanced before the draw is conducted and all members who have paid their subscription are entered into the draw.
- To take responsibility for ordering and maintaining lottery office supplies to include prize cheques and all office stationary.
- To organise and plan own workload and timetable, in consultation with the Lottery Manager, to ensure all deadlines are met on time.
- To help ensure volunteers are informed about developments at St Helena and other partners, and given regular positive feedback from the wider team on their value to St Helena.
- To monitor and track member playing habits using Excel and Sterling and report trends and changing patterns back to Lottery Manager.
- To work closely with the Fundraising Team, to attend events and engagements where appropriate at evenings and weekends.
- To attend regular meetings with the Fundraising Team to ensure good practice, underpinned by co-operative relationships and effective communication.
- To be conversant with the Lottery Conditions and Codes of Practice (Gambling Act 2005) to have a good knowledge of the Data Protection Act, 1998.
- To work with the Lottery Manager and Lottery Administrator to ensure the Lottery operates within the rule of law and within the terms and conditions of Your Hospice Lottery.

GENERAL - Applicable to all roles at St Helena

1. All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.
2. All employees must comply with St Helena's Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.
3. Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.
4. All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
5. St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking you should contact your GP or call the NHS Stop Smoking Help Line.

PERSONAL DEVELOPMENT

Be aware of own development needs and take appropriate action.

Keep updated of evidence based practice and government policies related to care.

Act as an effective role model at all times.

PROFESSIONAL DUTIES

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

ANNUAL APPRAISAL

The post holder will be appraised on an annual basis and the process will include a review of the past year's performance, setting of aims and objectives for the coming year and identification of educational needs.

TRAINING

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role

QUALITY

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under GDPR.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

All St Helena employees are required to act in such a way that at all times safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

VALUES AND BEHAVIOURS

St Helena's core values and behaviours will be embedded in our recruitment, training and development review and decision making process

Value	Behaviour
Respect	Always considering others
Working together	Finding strength in teamwork
Being passionate about hospice care	Caring in all that we do and provide
Showing appreciation for all	A thank you matters
Valuing conversation	Taking the time to be excellent communicators

This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • GCSE or equivalent grade C (pass) in English Language and Maths • Computer literacy (European Computer Driving License or equivalent experience) 	<ul style="list-style-type: none"> • A Level or equivalent / further education qualification
Experience	<ul style="list-style-type: none"> • Proven experience of administration. • Good understanding of finance & numeracy • Experience of customer care services 	<ul style="list-style-type: none"> • Working with volunteers • Working with Sterling database
Skills & Knowledge	<ul style="list-style-type: none"> • Strong organisational and planning skills • Excellent interpersonal and social skills • Quality orientation 	<ul style="list-style-type: none"> • Knowledge of St Helena • Management and co-ordination of volunteers • Knowledge of Gambling Act 2005 and Data Protection Act, 1998
Communication	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Tactful, sensitive, tolerant, flexible and positive manner • Ability to manage conflict effectively • Negotiation and motivational skills 	<ul style="list-style-type: none"> • Can communicate accurately about the work of St Helena • Excellent presentation skills
Qualities	<ul style="list-style-type: none"> • Current driving licence and access to a vehicle to use for work purposes • Flexible approach to hours of work • Team Player • Commitment to quality and best practice • Positive, self motivated and committed to achieving results • Problem Solver • Good sense of humour • Professional approach to work • Assertive • Ability to multi-task • Excellent time management skills • Calm under pressure • Well organised and efficient 	<ul style="list-style-type: none"> • Creative and innovative

	SIGNED	PRINT NAME	DATE
EMPLOYEE			
EMPLOYER			