 **Lottery Manager**

**Job description and person specification**

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| Post title | Lottery Manager |
| Directorate | Income Generation |
| Location | Based at our Telford hospice with some travel between hospice sites and our Retail Shops throughout Shropshire and Mid Wales  |
| Salary  |  |
| Hours | Full time 37.5 Hours  |
| Role reports to | Head of Individual Giving  |
| Management duties | 3 x Lottery administrators, 1 x Lottery campaign coordinator, volunteer cash collectors  |

**Purpose of the post:**

The Lottery Manager will oversee all aspects of the development, management, and operation of the Severn Hospice weekly lottery and its associated activities whilst delivering excellent customer service and stewardship to lottery players.

Responsible for the efficient day to day running of the lottery in order to achieve the targeted income levels in line with all relevant governance. The Lottery Manager should have excellent numeracy skills with an eye for detail.

Implement strategies to ensure lottery player participation grows year on year in line with the business plan and work towards ensuring all other Severn Hospice gambling products are developed to maximise their net contribution.

The post demands enough knowledge, experience, and judgement to be able to carry out key responsibilities without constant supervision but also to know when decisions need to be escalated to a more senior level.

**Position within the Income Generation team:**

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| Head of Individual Giving |



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| **Lottery Manager**  |

3 x Lottery Administrators

1 x Lottery Campaign Coordinator

Volunteer Cash Collectors

**Principal responsibilities:**

* To achieve agreed budget, performance targets, objectives and work within financial expenditure constraints.
* To ensure full legal compliance with all regulatory requirements and ensure Severn Hospice lottery activities operate within the confines of the Gambling Act 2005.
* Establish effective working relationships with external suppliers regarding canvassing and recruitment services to ensure targets are met.
* The Lottery Manager is the primary person to undertake the actual lottery draw each week.
* In conjunction with the Head of Individual Giving, be involved in developing strategic, business and budgetary plans. Monitoring progress against objectives and compiling reports for senior managers and directors on a regular and recurring basis.
* To work with the wider lottery team, in particular the Lottery Campaign Coordinator, to research and present viable, innovative ideas about how to grow the lottery to maximise income, to the Head of Individual Giving.
* Produce reports, analysis, and information on the lottery and associated activity for the Head of Individual Giving to present to the Fundraising and Promotions Board.
* To manage the lottery administrators, campaign coordinator and associated volunteers.
* To oversee project management of key activities and campaigns and monitor results.
* IT literacy, particularly Microsoft Office suite and knowledge of lottery specific software is of particular benefit.
* To embrace developing corporate and community relationship leads provided by the wider income generation departments and to work alongside colleagues to maximise income generating potential where appropriate.
* To work with teams across the hospice to achieve objectives, in particular working closely with the Communications Team to ensure effective and consistent promotion of Promotions.
* Maintain and develop appropriate and effective levels of communication internally and externally.
* On occasion, to represent the hospice at public speaking engagements and presentations at meetings and conferences.
* To ensure that lottery sections of Severn Hospice website are up to date and accurate. To work with colleagues and information system providers so that effective and efficient processes are maintained and further developed.
* To attend and contribute to regular meetings of the Income Generation Team to discuss and update on current fundraising and promotional activities.
* Willingness to engage in wider fundraising strategy and work to promote appeals and campaigns involving the wider team.

**Education, Professional Development and Training**

* To take every reasonable opportunity for maintaining, developing, and acquiring competencies and skills for self-development.
* To develop associations with other Hospice lotteries and/or appropriate bodies such as the Lotteries Council and Hospice Lotteries Association to ensure best practise and awareness of sector developments.
* Maintain awareness of all changes to lottery legislation and effectively communicate such changes to the lottery team and company directors as appropriate.
* Develop, manage, and oversee internal training for all staff who sell and/or promote our weekly lottery and associate products, ensuring full compliance with Gambling Commission regulations.
* To support the implementation of an effective appraisal system, ensuring all staff have set objectives that identify and support individual development and training needs.
* Ensure all team members complete mandatory training.

**Human Resources**

* To lead those within line of management with a professional and impartial approach conveying the hospice ethos and highest welfare standards.
* To feedback progress and development to the Head of Individual Giving during annual appraisals and regular 1-2-1 meetings.
* Recruit, train, manage, motivate, and appraise lottery staff to a highly professional level through direct involvement or supervision of activities as appropriate.

**Decisions. Judgement and freedom to act**

* To be a registered Responsible Person with the Gambling Commission.
* Responsible for managing effective and robust cash handling systems and banking preparation both directly and online.
* Designated Information Asset Owner for the lottery database for information governance purposes and attend the Information Governance Fellowship or other applicable meetings is required.
* To hold delegated authority to authorise spend, place orders, and approve payments of up to £5,000.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur.

**Supplementary information**

All new hospice employees are on a six-month probationary period.

In accordance with Severn Hospice’s Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

All employees are required to participate in the hospice’s appraisal process.

**Person specification:**

The candidate must demonstrate, with examples and evidence, that they meet the criteria outlined below.

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|  | **Essential** | **Desirable** |
| **Qualifications / Training** | * Good level of education – including GCSEs in Maths and English
* Basic knowledge, or willingness to learn legislation and regulations relevant to lotteries
 | * Knowledge of relevant Gambling Act 2005 legislation and Gambling Commission regulations
* Good knowledge of data protection and confidentiality
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| **Experience and Abilities** | * Proven experience of working to and achieving financial targets
* Ability to prioritise workload and meet weekly deadlines
* Experience of recruiting and managing a team
 | * Experience of working with volunteers
* Other professional experience within the charity or lottery sector
* Some knowledge and experience of sales, marketing and promotion
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| **Skills & Knowledge** | * Proficient IT skills including MS Office
* Excellent administrative and organisational skills, experience of problem solving and workload management of team and self
* Strong numeracy skills
* Excellent written and verbal communication skills
* Able to interpret detailed financial/performance data
* Analytical skills and report writing
* Delivery of objectives to deadline
 | * Understanding of the work of Severn Hospice
* Project management experience
* Knowledge of the Gambling Commission, Lotteries Council or Hospice Lotteries Association
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| **Personal Qualities, Aptitudes and Attributes** | * Passion and empathy for the cause
* Excellent attitude in behaviour, committed to building good relationships, with staff, volunteers and supporters
* Practical, methodical and calm under pressure
* Motivated and enthusiastic
* Exceptional attention to detail
 | * Ability to handle situations with sensitivity
* Awareness of PR opportunities and managing public perceptions
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| **Other requirements** | * Willingness to work outside agreed hours occasionally
* Willingness to attend meetings, conferences and networking events
* Willingness to train and learn new skills
* Willingness and ability to travel, mainly with the catchment area
 | * Good local knowledge of the geographic area
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