Re: Lottery Manager

Please find attached the following documents:

1. Job Description
2. Person Specification
3. Information to Candidates
4. Equal Opportunities Monitoring Form

Closing date for completed applications is 12th May. Interviews scheduled for 22nd May.

For an informal discussion, please contact Emma Wood, Associate Director - Fundraising or Norma Ross – Income Generation Director (01952 221350).

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Taylor
HR Advisor
**Lottery Manager - Job Description**

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<th>Post Title:</th>
<th>Lottery Manager</th>
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<tr>
<td>Hours:</td>
<td>Full time (37.5 hours per week)</td>
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<tr>
<td>Band:</td>
<td>£21,875 - £28,254 (Band 5) depending on experience</td>
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<td>Reports to:</td>
<td>Associate Director – Fundraising</td>
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**Purpose of the post:** We are looking to appoint a Lottery Manager to oversee all aspects of the development, management and operation of the Severn Hospice weekly lottery and its associated activities. The role requires an individual with exceptional time management and organisational skills. The ability to forward plan, research and manage several projects is essential. The post holder will ideally have high energy levels, a robust personality and strong people management experience. A calm and methodical approach, natural authority, experience in IT systems and databases, leadership skills and the confidence to approach external agencies and companies is crucial.

**Organisation Position**

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Director of Income Generation

Associate Director-Fundraising

Lottery Manager

Lottery team: 4 x Lottery Administrators (2.1 FTEs) and 2 x Cash Collectors (1.4 FTEs)
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**PRINCIPAL RESPONSIBILITIES**

The following responsibilities are to be discharged with due regard to the mission and caring ethos of Severn Hospice and its equal opportunities, health and safety and all other hospice policies.

1. **Strategy and Budgets**
   - To ensure full legal compliance with all regulatory requirements, and ensure Severn Hospice lottery activities operate within the confines of the Gambling Act 2005.
• Maintain awareness of all changes to lottery legislation and effectively communicate such changes to the lottery team and company directors as appropriate.

• To achieve agreed budget, performance targets and work within financial expenditure constraints.

• The lottery manager is the primary person to undertake the actual lottery draw each week.

• In conjunction with the Associate Director-Fundraising, 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 research and present viable ideas about how to grow the lottery to maximise income to the Associate Director - Fundraising.

• To project manage key activities and campaigns and monitor results.

• IT literacy, particularly Microsoft Office suite and knowledge of lottery specific software is of particular benefit. The lottery manager is the designated Information Asset Owner (IAO) regarding the lottery database system and is responsible for the data protection of the body of information within that system.

• To embrace developing corporate and community relationship leads provided by income generation and retail departments and to work alongside colleagues to maximise income generating potential where appropriate.

2. Leadership and Communication

• Recruit, train, manage, motivate and appraise lottery staff to a highly professional level through direct involvement or supervision of activities as appropriate.

• Establish effective working relationships with external suppliers regarding canvassing and recruitment services and to ensure targets are met.

• To ensure lone workers have regular supervision, contact and support regarding ongoing training, health & safety and appraisal meetings.

• Maintain and develop appropriate and effective levels of communication internally and externally.

• Innovative, practical, flexible approach to developing and expanding the business and willingness to engage in wider fundraising strategy and work to promote appeals involving the wider team.

• On occasion, to represent the hospice at public speaking engagements and presentations at meetings and conferences.

• Responsible for managing effective and robust cash handling systems and banking preparation both directly and online.

• Produce reports, analysis and information on the lottery and associated activity for senior management, promotions board on performance, development, membership and staffing.
3. Miscellaneous

- 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 Income Generation team to discuss and update on current fundraising and promotional activities.

- To be a registered Responsible Person with the Gambling Commission.

4. Educational and Developmental

- To maintain own levels of knowledge and practice complying with current research and developments by personal reading and ongoing research. 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.

- To feedback progress and development to the Associate Director-Fundraising during annual appraisals and regular bi-monthly 1-2-1 meetings.

SUPPLEMENTARY INFORMATION AND REQUIREMENTS

A full driving licence and use of an appropriate car is required to fulfil this role. This job description is not boundless and will be subject to review.

All new hospice employees are on a three month probationary period.

A DBS disclosure may be requested by the Gambling Commission in the event of an individual being registered as a Responsible Person

Health and Safety

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.

Appraisal

All employees are required to participate in Severn Hospice’s appraisal process (permanent contracts only)

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 this description when changes in the work situation occur.

Last updated March 2017 (EW)
**Person Specification: Lottery Manager**

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<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
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<td>Degree or equivalent vocational experience</td>
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<td>Recognised qualification in business management</td>
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<td>Basic knowledge, or willingness to learn, legislation and regulations relevant to lotteries.</td>
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<td>Good knowledge and understanding of legislation &amp; regulations relevant to lotteries and data protection and confidentiality.</td>
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<td>3 years' experience of managing a medium/large business or service area</td>
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<td>Experience of the voluntary sector</td>
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<td>Financially aware with a good understanding of budgets and budget processes</td>
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<td>Other professional experience within the charity or lottery sector</td>
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<tr>
<td>Experience of recruiting and managing a team of staff</td>
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<td>Some knowledge and experience of sales, marketing and promotion</td>
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<td>Excellent administrative and organisational skills, experience of problem solving and workload management of team and self.</td>
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<td>Project management experience</td>
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<td>Excellent written and verbal communications skills</td>
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<td>Delivery of objectives to deadline</td>
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<td>Numerate and able to interpret detailed financial/ performance data</td>
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<td>Experience of public speaking</td>
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<td>IT Skills in MS Office, experience of using IT systems and databases</td>
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<td>Numeral dexterity</td>
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<td>Ability to prioritise own workload and work to deadlines</td>
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<td>Ability to write analytical reports to high specification.</td>
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<td>Ability to understand, exhibit and implement excellent customer care and commitment to the highest standards</td>
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<td>Awareness of PR opportunities and managing public perceptions</td>
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<td>Excellent attitude and behaviour, committed to building good internal and external relationships with both staff and supporters</td>
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<td>An understanding of the work of Severn Hospice</td>
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<td>Empathy with work of Severn Hospice</td>
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<td>Ability to handle situations with sensitivity.</td>
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<th>Other requirements</th>
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<td>Willingness to work outside agreed hours.</td>
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<td>Knowledge of The Gambling Commission, Lotteries Council or Hospice Lotteries Association.</td>
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<td>Willingness to train and learn new</td>
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<td>Willingness to attend quarterly meetings, conferences and networking events.</td>
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<td>skills.</td>
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<td>Willingness and ability to travel, mainly within the catchment area.</td>
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*Last updated March 2017 (EW)*
INFORMATION TO CANDIDATES – LOTTERY MANAGER

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

• MEDICAL

As part of the Hospice’s selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

• REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

• DISCLOSURE

Not applicable

• SALARY

£21,875 - £28,254 per annum (Band 5) depending on experience

Salaries are paid monthly by credit transfer to a bank or building society account.

• PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

• HOURS OF WORK

You will work 37 ½ hours per week

• HOLIDAY

Full time staff are entitled to 7 weeks holiday per annum (excluding public holidays) increasing to 7.4 weeks and 8.2 weeks after five and ten years’ continuous service respectively.

• NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.
Severn Hospice

Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitable trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence. Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity Policy is available upon request.
Severn Hospice

EQUAL OPPORTUNITIES APPLICANT MONITORING FORM

To help us ensure the effectiveness of our Equality and Diversity Policy please complete this form, seal it in a separate envelope, and return it with your application form. This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for 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