

Job Description

Job Title: Income Development Administrator

Hours of Duty: 16 Hours per week

Organisational Arrangements

Accountable to: Lottery Executive

Other Accountabilities: Income Development Manager

Role Summary

To support the administrative function of the Lottery Department within Dr Kershaw's Hospice. Provide ad hoc support to the administrative function of the wider Income Development team.

Key Responsibilities

Main Duties

- Process daily mail.
- Support the Lottery Executive in all administration duties in relation to weekly draw deadlines.
- Deal with all routine telephone, answer phone and face to face enquiries in connection with the Hospice Lottery.
- Record and action renewals and amendments on the database.
- Download and import & balance all Lottery direct debit & standing order payments from the bank into our database.
- Liaise with other departments regarding mail received, client amendments and marketing mailings.
- Process and record all ticket data and payments.
- Assist in the safe, secure handling and storage of monies obtained from new and existing members.
- Run the weekly lottery draw & produce winning cheques for signing & distribution.
- Deal with sensitive material on a daily basis, maintaining client confidentiality at all times.
- Be up to date with Gambling Commission Licence Conditions and Codes of Practice in relation to our operating licence.
- Assist as required to attend Hospice events and sell other Hospice products e.g. Wedding Favours, Regular Giving, Raffles, Events etc.

- Liaise effectively with all Hospice staff, volunteers, the general public and third party suppliers in the course of your employment.
- To promote and maintain a professional image of the Hospice and understand, believe and support our cause & values.
- Securely destroy data and sensitive material in compliance with the Data Protection Act.
- Represent the Hospice in an appropriate manner at all times. Abide by all statutory rules and regulations as prescribed by relevant legislation and to adhere to all Hospice policies, procedures and guidelines.

Additional Support

- Assist with administrative and clerical duties as directed by the Lottery Executive to support the wider Income Development team as required, and to include but not limited to:
 - Producing thank you letters for all donations.
 - Administration of campaign packs, event registrations, and ticket sales for Hospice events using the donor database.
 - Ensure that all donor information is recorded on the database adhering to the Hospice's data entry protocols.
 - Undertake any other duties in line with the above job description as allocated by the Lottery Executive.

Health and Safety/Security

1. Be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. Co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. Take responsibility for the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. Wear appropriate safety clothing and use appropriate safety devices as required, and not interfere with or misuse anything which is provided in the interests of health and safety.
5. Report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. Ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. Oversee appeals and event Risk Management Assessments and ensure outcomes are acted upon.

Education & Training

The post holder will:

1. Participate in the hospice appraisal system.
2. Maintain high professional standards and continue own personal and professional development.
3. Assist in teaching and supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.
5. Attend all mandatory training/update sessions.

General

1. **Confidentiality** - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.
2. **Equal Opportunities** – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. **Health and Safety** – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. **Safeguarding** – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

PERSON SPECIFICATION

JOB TITLE: Income Development Administrator

Note to applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

KEY: E = Essential D = Desirable A = Application I = Interview P = Practical S = Short listing criteria		
Requirement	Essential/ Desirable	Assess from:
Education & Qualifications		
Educated to A-level standard or equivalent, or have substantial relevant work experience in a similar position to a minimum of 2 years	E	A, I, S
GCSE passes in English & Maths (grade A-C) or equivalent	D	A
Strong IT & digital skills, computer literate with Microsoft Office & Database Management	E	A, I, S
Experience & Knowledge		
Experience of administration	E	A, I, S
Experience and /or good understanding of finance & numeracy	E	A, I, S
Focussed on providing good customer service and experience	E	A, I
Excellent verbal and written communication skills	E	A, I, S
Ability to work independently and within a team to achieve objectives	E	A, I,
Working within an office / fundraising environment	D	A, I
Financial knowledge i.e. banking & cash reconciliation	D	A, I
Experience or knowledge of charitable sector	D	A, I
Personal Attributes		
Excellent interpersonal and social skills	E	I
Committed to the values and work of voluntary and community organisations	E	A, I
Adaptable and able to work under pressure in a fast paced environment	E	A, I
Pleasant attitude and professional approach	E	I
Enthusiastic & self-motivated combined with good problem-solving skills and ability to achieve deadlines	E	A, I, P
Ability to handle emotionally challenging situations with compassion and sensitivity	E	A, I
Able to maintain confidentiality	E	A, I, S
Adaptable to change	E	A, I
Able to travel within the Hospice post code boundaries in course of carrying out duties	E	A, I