

LOCAL HOSPICE LOTTERY

JOB DESCRIPTION

JOB TITLE:	Sales Team Leader
DEPARTMENT:	Sales
LOCATION:	Field based, and working across designated geographical areas
RESPONSIBLE TO:	Regional Sales Manager
ACCOUNTABLE TO:	Head of Sales
RESPONSIBLE FOR:	No staff line management responsible
GRADE:	£22,000 per annum basic Plus Bonus
HOURS:	37.5hrs

OVERALL PURPOSE OF JOB:

To secure new, committed players to the weekly draw by working door to door and in venues in targeted geographic areas, representing and raising awareness of the Local Hospice Lottery and relevant partner hospices. To offer support to the Sales Management when needed. To provide in field coaching to sales staff, helping to ensure headcount and sales targets are achieved in line with company targets whilst reaching own sales targets.

MAIN RESPONSIBILITIES:

1. The recruitment of new regular players to the weekly Local Hospice Lottery prize draw by regular direct debit, through door to door and venue canvassing within defined target areas and to meet minimum weekly targets
2. To appropriately represent the Local Hospice Lottery & the beneficiary hospice door to door, and publicly, ensuring that those approached are able to make an informed decisions with regard to committing their support, and in compliance with requirements of the Gambling Act 2005, and are left regardless with a positive impression of the charity and its work.
3. To achieve defined sales recruitment targets for own sales
4. To be fully aware of the difference between employed and self-employed sales people and conduct a review with each sales person monthly carrying out monthly compliant accompaniments accordingly.

5. To deal with negative responses professionally, courteously, and where necessary, sensitively.
6. To discuss and agree target areas with the Regional Sales Manager, and to then canvass exclusively within these areas until further discussion/agreement takes place.
7. To maintain complete and accurate records of areas canvassed, both for self reference, and for the future information of the Local Hospice Lottery.
8. To monitor and ensure all staff are compliant with company policies and targets. To provide on-going sales training and in-field coaching as required.
9. To attend regular one-to-one meetings with the Regional Sales Manager, and to potentially attend and contribute to Lottery Team meetings from time to time.
10. To keep informed and up to date about developments at partner Hospice(s) to effectively promote the charity's work and needs.
11. To collect uniform /documentation/ tablets and other equipment for return to LHLL escalating any issues directly to the Regional Sales Manager.
12. To ensure people work in a safe manner at all times
13. To undertake any other reasonable duties as required by the Head of Sales / Regional Sales Manager, from time to time.

Notes:

- i) You will be expected to produce work to a high standard and promote quality at all times.
- ii) You will be expected to adhere to the policies and procedures of Local Hospice Lottery, in particular those relating to Health & Safety and Security.
- iii) The post-holder will hold confidential data on lottery players / supporters of the charity. Failure to maintain confidentiality may lead to disciplinary action which could ultimately lead to dismissal.
- iv) You will be expected to participate in a staff appraisal scheme with your line manager.
- v) You will be required to abide by relevant codes of conduct.
- vi) Because of the nature of the work of the charity you will need to be prepared to address searching questions regarding death & dying.
- vii) Smoking / drinking of alcohol is not permitted while on duty.
- viii) Employees must be prepared to work flexibly to meet the changing needs of the organisation.
- ix) The above job description does not purport to be an exhaustive list of duties and responsibilities. The post-holder will be expected to undertake additional duties as the requirements of the post change.

EQUAL OPPORTUNITIES

Local Hospice Lottery operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity policies in relation to employment and service delivery.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your line manager at the time the change occurs and agree any permanent substantial change. You may be required to carry out other duties as reasonably required of you commensurate with your grade/level in the organisation.

Date of Job Description:

Post-holder in receipt and agreement of job description:

Signature

Name (please print).....

Manager's Signature

Name (please print).....

Review date

PERSON SPECIFICATION – Sales Team Leader

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Good standard of Education	✓	
Commitment to continuing professional development evident through ongoing training in fundraising / sales and/or management or through membership of professional body	✓	
SKILLS AND EXPERIENCE		
Experience of Direct Sales - generally	✓	
Experience of Door to Door / venue sales specifically, Experience of dealing with the public face to face	✓	
Experience of working as part of a team	✓	
Experience of Staff supervision	✓	
Ability to work unsupervised	✓	
Willingness to work throughout UK		✓
Ability to work from home / remotely	X	
Self-motivated, with ability to work on own initiative	✓	
Experience of working in a legislative environment		✓
Experience of working in a charitable environment		✓
Effective communication skills (listening, spoken and written) in order to inform, train, encourage,	✓	
Evidence of flexible interpersonal skills with an ability to work with diverse groups and individuals across a range of ages	✓	
KNOWLEDGE		
Knowledge and understanding of lottery fundraising, including the relevant legislative framework		✓
Understanding of HR requirements and procedures		X
Knowledge of charity, personal data and sales legislation		✓
Knowledge of direct sales techniques	X	
Knowledge of the Hospice movement		✓
ADDITIONAL REQUIREMENTS/INFORMATION		
Confident and out going	✓	
Ability to work flexibly and undertake duties outside of normal office hours	✓	
Current driving licence and vehicle available for work	✓	
To live within 15 miles of the catchment for the role		X