

Local Hospice Lottery

Job Description

JOB TITLE:	Database & Operations Administrator (12-month fixed-term maternity cover)
DEPARTMENT:	Database, Operations & Compliance
LOCATION:	Felsted, Essex
REPORTS TO:	Database, Operations & Compliance Manager
ACCOUNTABLE TO:	Director of Finance and Operations
HOURS:	37.5 hours per week

JOB SUMMARY

This role will be responsible for providing the key data support function to the whole organisation using the Lottery database to produce and analyse standard and non-standard reporting for the Leadership Team and Partner hospices.

The role will also support the development of database solutions to deliver process efficiencies, the integration of new partners' member data and the correct data sets for Super Draws.

In addition, the role will provide support and cover to the Lottery Operations Team.

MAIN RESPONSIBILITIES

1. Provide analysis of Lottery data, and ensure that the information maintained in the database adds value to financial reporting and complies with relevant Gambling Commission and other regulatory requirements.
2. Provide support and cover to the Operations Team Leader in the administration of the weekly pre- and post- draw processes.
3. Liaise with users to resolve database issues and contact the database provider's help desk if required to ensure that day-to-day issues are addressed on a timely basis.

DATA REPORTING/ANALYSIS

4. Produce weekly reports that capture membership and in-draw performance by partner, and circulate – by partner – to each partner hospice. Reconcile weekly in-draw variations by 'player status' to support KPI information.
5. Produce monthly statistics reports on cancellations by partner hospice and compare against the average.

6. Produce regular and ad-hoc reports to the Finance Team, as required, and including updates on fundraiser's commissions and periodic sales bonus calculations.
7. Produce quarterly updates to the Sales Team on membership growth per postcode by partner hospice, and respond to ad-hoc requests for sales information. *Subject to developments with a digital solution.*
8. Produce annual performance statistics and graphs, by partner and across the membership, to support the production of the annual partner reviews.
9. Extract new player and cancellation data by partner hospice monthly, and ensure that this is made available securely to each partner hospice by the deadline in the contract.
10. Extract and provide player data to members of Local Hospice Lottery's Marketing & Communications Team on both a regular (weekly) and periodic basis - to include welcome call data, telephone upgrade prospect data, and Super Draw mailing data.
11. Update the database with imports of supplementary data, including hospice URN (where applicable), Super Draw ticket allocations, and links to scanned sign up form / standing order mandate, and the set-up of new partner hospices.
12. Liaise with the database provider and LHLL's IT support to ensure upgrades and new releases of software are tested and installed correctly.
13. Produce ad hoc database query reports in support of information requests from management and partners.
14. Maintain written guidelines for all procedures undertaken through the database.
15. Support reviews of system effectiveness, through to implementation of updates or upgrades as required.

LOTTERY OPERATIONS

16. Run the weekly Draw process as and when required, ensuring that the prize selection element is pre-checked with a member of the Leadership Team.
17. Provide cover for the import of new players and lottery plays onto the lottery database.
18. Provide cover for the export of direct debit transaction files from the database and transfer this data securely to LHLL's direct debit processing bureau.

OTHER DUTIES

19. Any other reasonable duties as required by the Database and Compliance Manager from time to time.

ADDITIONAL RESPONSIBILITIES

1. Provide a professional, efficient service in accordance with Company values.
2. Follow established operational procedures and review them as required.
3. Observe standards of health and safety and comply with accident reporting procedures.
4. Undergo appropriate personal appraisal on a regular basis and be committed to a programme of personal development.

Notes:

- i) You will be expected to produce work to a high standard and to promote quality at all times.
- ii) You will be expected to adhere to the policies and procedures of Local Hospice Lottery Limited, in particular those relating to Health & Safety and Security.
- iii) The post holder may have access to confidential data. Disclosure of confidential information to any unauthorised person may lead to disciplinary action which could ultimately lead to dismissal.
- iv) You will be expected to participate in a staff appraisal scheme for yourself and, where applicable staff you manage.
- v) If you are a member of a professional/regulatory body you will be required to abide by the relevant professional Code of Conduct.
- vi) Smoking is not permitted while on duty or in uniform.
- vii) Employees must be prepared to work flexibly to meet the changing needs of the organisation.
- viii) 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: June 2019

Post-holder in receipt and agreement of job description:

Signature

Name (please print).....

Manager's Signature

Name (please print).....

Review date

Person Specification – Database & Operations Administrator

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
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EDUCATION AND QUALIFICATIONS		
GCSE's in English and Maths	✓	
Intermediate Excel Training	✓	

SKILLS AND EXPERIENCE		
Experience of working with a SQL database	✓	
Recent significant experience of managing accurate data input, writing and running reports and presenting data analysis	✓	
Experience of holding responsibility for and effectively managing databases and administrative systems, including the relevant legislative framework	✓	
Experience of data segmentation and working with third party agents	✓	
Effective communication skills (listening, spoken and written) in order to inform, encourage, negotiate and solve problems	✓	
Significant IT & Computer skills with recent experience of Microsoft Office packages	✓	
Effective working as part of a team	✓	
Analysis of data using Excel/ pivot tables	✓	
Managing large amounts of data; data cleansing and transfer to secure sites	✓	
Experience of working with end-users to understand their data requirements	✓	
Analytical skills to identify trends in data and provide explanations/action plans		✓
Working within tight deadlines	✓	

KNOWLEDGE		
A clear understanding of current legislation and policy regarding data protection	✓	
Knowledgeable about strong data management principles (including maintaining data integrity and ensuring findings are actionable)	✓	

ADDITIONAL REQUIREMENTS/INFORMATION <i>(e.g. hours, shift work, travel)</i>		
Occasional travel to partner locations in the UK		✓
Ability to drive and access to vehicle due to office location	✓	
Ability and willingness to work flexibly as the role requires	✓	