

LOCAL HOSPICE LOTTERY

JOB DESCRIPTION

JOB TITLE:	Fundraiser
DEPARTMENT:	Local Hospice Lottery Ltd
LOCATION:	Field based, and working across designated geographical areas
RESPONSIBLE TO:	Team Manager
ACCOUNTABLE TO:	Scotland and Northern Region Fundraising Manager
RESPONSIBLE FOR:	No staff line management responsibility

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 work in line with Local Hospice Lottery values which are to be Supportive, Fair, Professional and Ambitious. You will be expected to live the values of LHLL in all that you do, demonstrating that you are supportive to all staff and customers, being fair in all interactions, always acting professionally and courteously whilst seeking to help LHLL achieve its ambitious plans alongside your own personal career ambitions.

MAIN RESPONSIBILITIES:

1. The recruitment of new regular players to the weekly Local Hospice Lottery prize draw, through face to face fundraising within defined target areas and to meet minimum weekly targets
2. To appropriately represent the Local Hospice Lottery and relevant Hospice ensuring the lottery and the charity's messages are delivered clearly and accurately door to door and at venues and private sites (where available) and publicly, ensuring that those approached are able to make an informed decision with regard to committing their support, and in compliance with the requirements of the Gambling Act 2005 and the Fundraising Regulator.
3. To achieve defined recruitment targets and maximize the retention of players by compliant consolidation, emphasizing the need for long term commitment to the lottery
4. To deal with negative responses professionally, courteously, and where necessary, sensitively.
5. To ensure that all player details are completed fully and accurately on the tablet to allow effective processing by the lottery office staff.
6. To discuss and agree target areas with the Team Manager, and to then fundraise exclusively within these areas until further discussion/agreement takes place.

7. To maintain complete and accurate records of areas fundraised, both for self-reference, and for the future information of Local Hospice Lottery.
8. To attend regular one-to-one meetings and participate in monthly accompaniments with the Team Manager, and to attend and contribute to Lottery Team meetings from time to time.
9. To keep informed and up to date about developments at the relevant local Hospice(s) to effectively promote the charity's work and needs.
10. To undertake any other reasonable duties as required by the Lottery Leadership Team and/or the Lottery Directors, from time to time.
11. To keep equipment and uniform supplied by Local Hospice Lottery clean, tidy and in good working order informing your line manager of any defects or breakages.
12. To keep up to date with Fundraising Regulations and work in line with these as they apply to the role.

Notes:

- 1) You will be expected to produce work to a high standard and promote quality at all times.
- 2) You will be expected to adhere to all policies and procedures of Local Hospice Lottery, and are responsible for keeping up to date with policy changes, as and when they are communicated to you.
- 3) Local Hospice Lottery reserves the right to collect and monitor the information available via the tablet application, including the GPS data, in accordance with Data Protection legislation. This includes, but is not limited to; working hours, location, signups, and health and safety information – such as from a lone worker perspective. This data will be monitored on an ongoing basis and corrective action taken if necessary using the relevant Local Hospice Lottery policies and procedures.
- 4) 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.
- 5) You will be expected to participate in a staff appraisal scheme with your line manager.
- 6) You will be required to abide by all relevant codes of conduct.
- 7) Smoking or vaping is not permitted while on duty.
- 8) Employees must be prepared to work flexibly to meet the changing needs of the organisation including working away from home, with mutual agreement.
- 9) 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: March 2021

Review date: March 2022

Post-holder in receipt and agreement of job description:

Post-holder Signature: _____

Name (please print): _____

Manager's Signature: _____

Name (please print): _____

PERSON SPECIFICATION – Fundraiser

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
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EDUCATION AND QUALIFICATIONS		
Good standard of Education	✓	

SKILLS AND EXPERIENCE		
Experience of Direct Sales - generally	✓	
Experience of dealing with the public face to face	✓	
Experience of Door to Door / venue sales specifically		✓
Experience of working as part of a team		✓
Ability to work unsupervised	✓	
High attention to details skills in all areas	✓	
Self-motivated, with ability to work on own initiative	✓	
Effective communication skills (listening, spoken and written) in order to inform, encourage, negotiate and solve problems both face to face and remotely	✓	
Evidence of flexible interpersonal skills with an ability to work with diverse individuals across a range of ages	✓	

KNOWLEDGE		
Knowledge of Charity, personal data and sales legislation		✓
Good local knowledge of the recruitment area		✓
Knowledge of the Hospice movement and the local Hospice in particular		✓

ADDITIONAL REQUIREMENTS/INFORMATION		
Ability to work flexibly, outside of normal office hours	✓	
Current driving License and vehicle available for work		✓
Ability to demonstrate empathy with Local Hospice Lottery's Values.	✓	
To live within 15 miles of the catchment for the role		✓
Willingness to work throughout UK		✓