



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road. Staffordshire. ST3 3NZ

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Job Title:	Lottery Promoter
Responsible to:	Lottery Sales Team Manager
Accountable to:	DMH Lottery Department
Hours:	30 hours per week
Last Updated:	21 st March 2019

Job Summary:

To promote and raise the awareness of the Dougie Mac Lottery throughout the designated geographical area and to secure new members on a long term basis, achieving pre-determined targets.

Principle Duties & Responsibilities:

1. Increase Lottery participation through door to door canvassing activity and leaflet drops using canvassing lists and plans as provided by the Lottery Office.
2. Work as part of a team or on occasions alone to achieve pre-determined targets for the number of Lottery players recruited.
3. Meet with the Lottery Sales Team Manager on an agreed regular basis to discuss performance results and future canvassing plans and targets.
4. Return new Lottery player information and all payments to the Lottery Office on an agreed timescale, thus ensuring Lottery players are entered into the first available draw and to ensure that money received is banked on a regular basis.
5. Promote all Lottery products by setting up & working at our Lottery promotional stand which is present on a frequent basis at pre-planned venues i.e. supermarkets, garden centres etc throughout the local area.
6. Ensure all data and payment information is handled in a confidential manner and in accordance to data protection policies and gambling commission guidelines.

Secondary Duties & Responsibilities:

1. Maintain an effective working relationship with other departments, other members of staff and volunteers.
2. Identify and pass on information to the Lottery Sales Co-ordinator regarding other suitable opportunities for increasing Lottery participation to ensure that the budget is met at a minimum.
3. Assist with increasing the sales of other lottery products i.e: seasonal raffle tickets, Scratch Cards and single Lottery tickets.
4. Undertake any other reasonable duties as may be requested, such as lottery leaflet placement in local businesses and recruiting more scratch card outlets.
5. Assist with the collection/delivery of Lottery products to participating outlets and shops, if and when required.
6. Attend team meetings as and when required.



Dougie Mac Values:

Our mission is to; Deliver excellent care to people approaching end of life.

- **Compassion** – Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
 - Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.



Person Specification:

	Essential	Desirable
Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> - Evidence of formal education, educated to minimum of GCSE level (or equivalent) 	
Experience <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Used to adopting a professional approach. - Ability to deal with members of the public on a face-to-face basis. 	<ul style="list-style-type: none"> - <i>Experience of door to door canvassing.</i> - <i>Experience of working in a sales & target driven environment.</i>
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> - Knowledge of DMH catchment area. - Excellent communication skills (especially verbal) and the ability to build a professional rapport with staff and supporters. - Literate and numerate. - Customer service skills 	<ul style="list-style-type: none"> - <i>Knowledge of Gambling & Charity Commission guidelines and regulations.</i>
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.</i>	<ul style="list-style-type: none"> - Warm and personable approach. - Self-motivated and able to work on own initiative. - Ability to work effectively both within a team and on own. 	<ul style="list-style-type: none"> - <i>Ability to deal with difficult situations effectively.</i> - <i>Capable of working under pressure to achieve targets.</i>
Other Job Requirements <i>Physical/health requirements including levels of exertion, working conditions. Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> - A flexible approach to hours and days of work - Smart and well presented. - Holds a full driving licence. 	

***National Qualification Framework**

	National Qualifications Framework
8	Specialist awards
7	Level 7 Diploma (Professional Qualifications)
6	Level 6 Diploma (Professional Qualifications)
5	Level 5 BTEC HND
4	Level 4 Certificate
3	Level 3 Certificate (OND), Level 3 NVQ, A levels
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G
Entry	Entry Level Certificate in Adult Literacy

	Framework for Higher Education levels (FHEQ)
	Doctoral (D) - Doctorates
	Masters (M) - Masters degrees, post graduate certificates and diplomas
	Honours (H) - Bachelors Degrees, Graduate Certificates and Diplomas
	Intermediate (I) - Diplomas of higher education, foundation degree, higher national diplomas
	Certificates (C) - Certificates of higher education.