

Job description

Fundraiser



The Country's Leading
Lottery for Hospices

Contents

Our purpose	3
Our values	3
Job description	4
Overall purpose of job	4
Main responsibilities	5
Notes	6
Equal opportunities	6
Changes to job description	6
Person specification	7
Benefits	8
Career progression levels	8
Signatures	8
Key attributes you will bring	9



**The Country's Leading
Lottery for Hospices**

Our purpose

Local Hospice Lottery exists to be the leading lottery for hospices, providing additional funding and opportunities for growth by inspiring people to support their local hospice in a fair, open and affordable way.

Our values

Supportive

Supporting the work of hospices with regular funding and expertise through a dedicated team that encourages loyalty and understanding and displays these attributes in our working relationships.

Fair

Being honest and open with our players, people and hospice partners, promoting a culture of trust and confidence in our abilities and decision making.

Professional

Developing expertise to improve our skills and work processes, encouraging efficiency and effectiveness to enhance our impact.

Ambitious

Motivating people by the impact of our work and aspirations, striving to do and raise more, encouraging increased commitment to hospice care across Great Britain.

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	Director of Fundraising Sales
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

- The sign up 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 required standards of performance.
- 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.
- To achieve minimum standards of sales performance and maximize the retention of players by compliant consolidation, emphasising the need for long term commitment to the lottery.
- To deal with negative responses professionally, courteously, and where necessary, sensitively.
- To ensure that all player details are completed fully and accurately on the tablet to allow effective processing by the lottery office staff.
- To discuss and agree target areas with the Team Manager, and to then fundraise exclusively within these areas until further discussion/agreement takes place.
- To maintain complete and accurate records of areas fundraised, both for self-reference, and for the future information of Local Hospice Lottery.
- To attend regular one-to-one meetings and participate in monthly performance reviews with the Team Manager, and to attend and contribute to Lottery Team meetings from time to time.
- To keep informed and up to date about developments at the relevant local Hospice(s) to effectively promote the charity's work and needs.
- To undertake any other reasonable duties as required by the Lottery Leadership Team and/or the Lottery Directors, from time to time.
- 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.
- To keep up to date with Fundraising Regulations and work in line with these as they apply to the role.
- LHL continuously strives to improve its organisational performance and processes by working in an efficient and effective way, by applying Business Improvements Techniques (BIT). All staff are required to apply the principals of BIT, by looking at ways to streamline processes, eliminating waste and improving efficiency, with an outcome of improved services and customer satisfaction.

Notes

- You will be expected to produce work to a high standard and promote quality at all times.
- You will be expected to adhere to all Local Hospice Lottery policies and procedures, and are responsible for keeping up to date with policy changes, as and when they are communicated to you.
- 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.
- The post-holder will hold and have access to confidential data. Disclosure of confidential information to any unauthorised person or failure to maintain confidentiality may lead to disciplinary action, which could ultimately lead to dismissal.
- You will be expected to participate in a staff appraisal scheme for yourself with your line manager, and where applicable for staff you manage.
- You will be required to abide by all relevant codes of conduct, including if you are a member of a professional and/or regulatory body and they have a Professional Code of Conduct.
- Smoking or vaping is not permitted whilst in uniform.
- Employees must be prepared to work flexibly to meet the changing needs of the organisation including working away from home, with mutual agreement.
- 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.
- LHL continuously strives to improve its organisational performance and processes by working in an efficient and effective way, by applying Business Improvements Techniques (BIT). All staff are required to apply the principles of BIT, by looking at ways to streamline processes, eliminating waste and improving efficiency, with an outcome of improved services and customer satisfaction.

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 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.

Person specification

Essential	E	Application	A	Interview	I
Desirable	D	Presentation	P	Test	T
				Requirements of the post	How you will be tested
Education and experience					
Good standard of education				E	A/I/P/T
Skills and experience					
Experience of direct sales - generally				D	A
Experience of dealing with the public face to face				E	A
Experience of door to door/venue sales specifically				D	I
Experience of working as a part of a team				D	P
Ability to work unsupervised				D	T
High attention to detail				D	A
Self-motivated, with ability to work on own initiative				E	A
Effective communication skills (listening, spoken and written) in order to inform, encourage, negotiate and solve problems both face to face and remotely				E	I
Evidence of flexible interpersonal skill with an ability to work with diverse individuals across a range of ages				E	I
Knowledge					
Knowledge of charity, personal data and sales legislation				D	P
Good local knowledge of the recruitment area				D	P
Knowledge of the hospice movement and the local hospice in particular				D	P
Additional requirements/information					
Ability to work flexible, outside of normal office hours				E	A
Current driving licence and vehicle available for work*				D	A
Ability to demonstrate empathy with Local Hospice Lottery's values				E	T
To live within 15 miles of the catchment for the role				D	T
Willingness to work throughout the UK				D	T

*Whilst the requirement to hold a driving license and have access to a vehicle available for work isn't essential, regular travel throughout the catchment area for the hospice is required. As such, it is therefore essential that individuals who do not drive or have access to a vehicle for work have access to good local transport links.

Benefits

- Field support and coaching and development
- Office support
- Full induction and training programme
- 25 days annual leave on appointment (rising to 27 days after 2 years and 30 after 5 year plus)
- Health cash plan/EAP
- Paid birthday leave
- Flexi time
- Competitive pension
- Monthly bonus payments
- Paid travel time to and from the field + paid mileage allowance

Career progression levels

- Fundraiser
- Senior Fundraiser
- Team Manager

Signatures

Date of Job Description: March 2024

Review date: March 2025

Post-holder in receipt and agreement of job description:

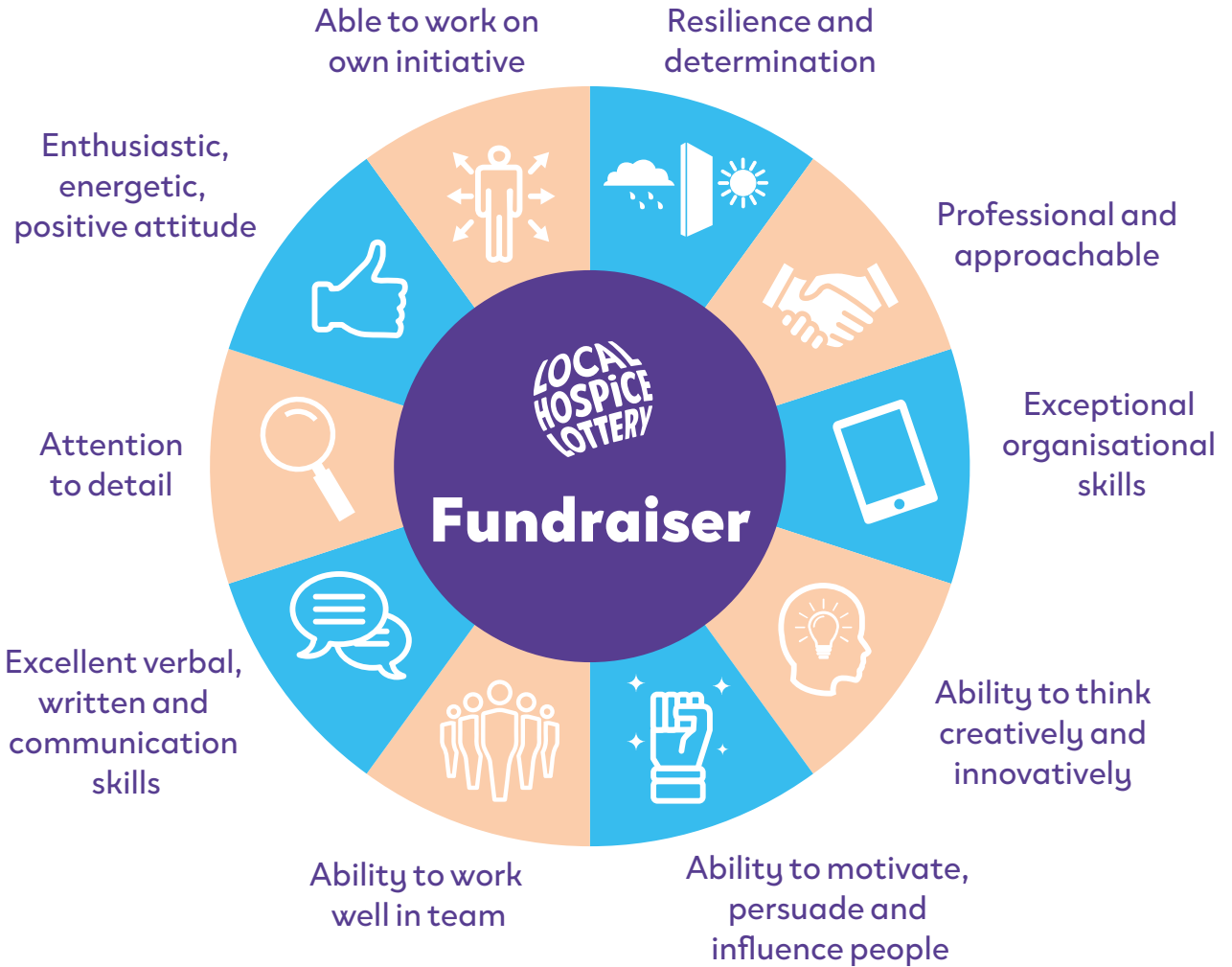
Post-holder signature: _____

Name (please print): _____

Manager's signature: _____

Name (please print): _____

Key attributes you will bring



Supportive · Fair · Professional · Ambitious



www.localhospicelottery.org