

Lottery Administrator

Job Summary

The Lottery Administrator will ensure a smooth, compliant and supporter-focused experience for everyone who plays the St Leonard's Hospice Lottery. This role provides the essential administrative and supporter facing activity that protects recurring income and ensures players feel welcomed, valued and informed.

The postholder will manage new player onboarding, cancellations, supporter enquiries and data accuracy, ensuring all processes meet Gambling Commission requirements and Hospice standards.

Main duties and responsibilities

Professional

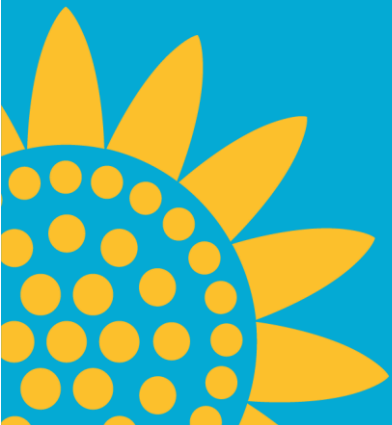
1. Welcome new lottery supporters, ensuring they receive clear, accurate and timely information about their membership.
2. Act as the main point of contact for lottery players, responding to enquiries with professionalism and warmth.
3. Manage cancellations sensitively and efficiently, ensuring supporters feel valued even when leaving the lottery.
4. Provide clear information to players about how the lottery supports patient care and

how they can stay engaged with the Hospice.

5. Maintain accurate and up to date player records across the lottery system and the Hospice's Customer Relationship Management (CRM).
6. Liaise with the external lottery management company to ensure data consistency and resolve any discrepancies.
7. Monitor payment issues, lapsed players and supporter feedback, escalating concerns to the Head of Fundraising where appropriate to protect recurring income.
8. Produce weekly and monthly reports on player numbers, cancellations and supporter trends.
9. Provide regular updates to the Head of Fundraising on performance, risks and opportunities.

Other

1. Attend all mandatory training or courses.
2. Attend any meetings, training or developments required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.

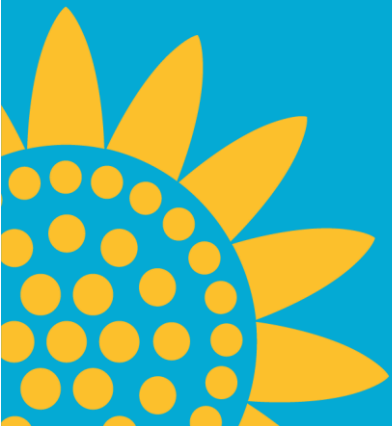




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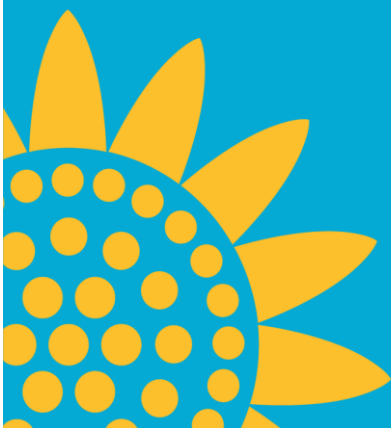
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.





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Person Specification

Requirement	Essential	Desirable
Experience & Skills	<ul style="list-style-type: none"> Experience of data entry and admin work Accurate typing Good team-player Excellent organisational skills, time management, prioritisation and attention to detail 	<ul style="list-style-type: none"> Experience of work in a fundraising and/or other charity setting Working knowledge of GDPR
Communication	<ul style="list-style-type: none"> Proven interpersonal skills Able to work effectively in a multi-disciplinary team Ability to communicate at all levels with the Hospice Empathy, patience and understanding The ability to speak compassionately and sensitively to bereaved people 	
Personal	<ul style="list-style-type: none"> Work efficiently Confident Flexible approach to work undertaken A professional work ethic: discreet, honest, conscientious, self-motivated and reliable 	
IT	<ul style="list-style-type: none"> Good basic IT skills Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook) 	<ul style="list-style-type: none"> Experience of entering data into a CRM
Other Requirements	<ul style="list-style-type: none"> Be prepared to assist with Hospice fundraising activities 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview