

JOB DESCRIPTION

Employed by Severn Hospice and on 100% secondment to Severn Hospice Promotions Co.

Title:	Lottery Field Sales Organiser
Hours:	Initially 9 hours per week
Salary:	Temporary post on commission basis June – September 2013
Reporting to:	Appeals Manager
Responsible to:	Appeals Director

Job summary:

Responsible for all aspects of development, management, recruitment, training and operation of a new initiative by Severn Hospice Lottery using students over the summer break to canvass evenings and weekends. Our Hospice Lottery contributes c£1m profit per annum to Severn Hospice through the regular support of its membership, currently c24,000 from membership throughout Shropshire and Mid Wales.

Person spec:

This role requires an individual with exceptional organisational skills and experience of training, managing and motivating a sales team. Although primarily field based overseeing door-to-door canvassing, good administrative skills are required. The ability to plan ahead and knowledge of the demographics of Telford and Shrewsbury would be essential. The post holder will need high energy levels, a robust personality and strong people management experience. A calm and methodical approach, natural authority. Confidence to approach external agencies and companies would also be required.

Main Duties

The following responsibilities are to be discharged with due regard to the mission and caring ethos of Severn Hospice and its equal opportunities, health and safety and all other Hospice policies.

To ensure full compliance with all regulatory requirements, and ensure Severn Hospice lottery activities adhere to these, especially the Gambling Act 2005 and particularly in relation to vulnerable persons.

To achieve agreed budget, performance targets (averaging one new member per canvasser per hour) and work within financial expenditure constraints.

To research and prioritise areas to be canvassed door-to-door and oversee and monitor levels of response. Monitoring progress against objectives and compiling reports on a regular recurring basis.

To embrace developing corporate and community relationship leads generated by fundraising and retail departments where appropriate with Lottery promotion to maximise their income generating potential across the Appeals Directorate.

To approach major retailers, bistros and event organisers with a view to promoting lottery membership on their premises.

IT literate particularly Microsoft Office suite and ability to send and receive e-mails and print correspondence from home.

Recruit, train, manage, motivate and appraise a team of students over the summer holiday break to a professional level through direct involvement or supervision of activities as appropriate.

To provide on-going sales training and motivation. Setting target agreements for sales representatives and ensure they are met.

To ensure lone workers have regular supervision and support to ensure health and safety and financial policies are followed.

Establish a communication plan to maintain and develop appropriate and effective means of communication with the sales team and with the Lottery Office.

Responsible for managing effective cash handling systems and banking preparation.

To attend regular meetings with line manager and prepare summary reports for discussion.

Innovative, practical, flexible approach to developing and expanding the business and willingness to engage in wider fundraising strategy and work to promote appeals involving the wider team.

5. Additional information

A full driving licence and use of an appropriate car and personal mobile phone is required to fulfil this role. This job description is not boundless and will be subject to review.

Supplementary Information and Requirements – New Entrants

All Hospice employees are on a **three month probationary period**.

Health and Safety

In accordance with Severn Hospice's Health and Safety Policy all employed persons while at work are required by Section 7 of the Health and Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omission.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify this description when changes in the work situation occur

Person Specification: Lottery Field Sales Organiser

	ESSENTIAL	DESIRABLE
Qualifications	<p>Good general education</p> <p>Basic knowledge, or willingness to learn, legislation and regulations relevant to lotteries.</p>	<p>Good knowledge and understanding of legislation and regulations relevant to lotteries</p>
Experience	<p>3 years experience of managing a sales team. Dependable and reliable. Experience of recruiting and managing a team of staff</p>	<p>Experience of field sales and or the voluntary sector</p> <p>Some knowledge and experience of sales, marketing and promotion</p>
Skills	<p>Excellent administrative and organisational skills, experience workload management of team and self.</p> <p>Excellent written and verbal communications skills</p> <p>Numerate</p> <p>IT Skills in MS Office, experience of using e-mail and mobile phone technologies</p>	<p>Project management experience</p> <p>Delivery of objectives to deadline</p> <p>Experience of public speaking</p> <p>Numeral dexterity</p>
Abilities	<p>Ability to prioritise own workload and work to deadlines</p> <p>Ability to understand, exhibit and implement excellent customer care and commitment to the highest standards</p> <p>Excellent attitude and behaviour, committed to building good relationships with both staff and supporters</p> <p>Empathy with work of Severn Hospice</p>	<p>Ability to write analytical reports.</p> <p>Experience of handling complaints</p> <p>Awareness of PR opportunities and managing public perceptions</p> <p>An understanding of the work of Severn Hospice</p>
Special conditions	<p>Willingness to work evenings and Saturdays.</p> <p>Willingness to train and learn new skills. Ability to travel, mainly, within the catchment area and to provide own transport for duties within the catchment area</p>	<p>Knowledge of The Gambling Commission.</p>