

Job Description

Job Title:	Lottery Administration & Customer Service Supervisor	Department:	Income Generation
Reports to:	Lottery Manager	Salary:	Up to £21,346 according to skills and experience
Accountable to:	Lottery Manager	Hours:	37.5 per week Monday to Friday 9am-5pm
Responsible for:		Location:	Cedars, Compton Road West, currently.

Main Purpose of Job

To enable Compton to realise its vision, mission and strategic ambitions through achieving excellence in the administration and customer service support in all aspects of the Lottery, Super draw and additional products.

Main Responsibilities and Tasks

Staff and Office Management

- To become an expert with the full day to day operation of the Lottery Programmes
- To supervise the administration team through regular 121's and appraisals, working with the lottery manager to agree objectives around training, accuracy, SLA's, compliance, customer satisfaction and continual improvements.
- To supervise and co-ordinate all aspects of data input, stewardship, processes and systems, and in line with Compton Care's policies and procedures, in order to facilitate a comprehensive view of individual supporter relationships and ensure a clear trail of associated activity.
- Co-ordinate the day to day correspondence and download standing orders and direct debits from multiple sources, balancing/reconciling in accordance with the organisation database.
- To co-ordinate support to the house collectors, ensuring that all systems and processes are in place with SLA's, ensuring maximum collection from lottery members
- To manage and recruit to any house collector vacancies, while ensuring vacant rounds are covered through planning contingencies which could include existing staff.
- To supervise all office volunteers, or delegate supervision to team members with supervision plans implemented and recorded.
- To provide gold standard stewardship to all members, at every stage of their contact with us, by telephone, email, post and in person, within agreed processes and timeframes
- To work with the Lottery manager on continually analysing and making informed decisions to growing the teams gross income and net contribution through implementation of strategies and tactics.
- To manage and co-ordinate projects and initiatives that require input and delivery from the administration team. These may include projects such as recruitment, retention, efficiencies, marketing and so on.
- To give support as agreed with line manager as to the marketing and recruitment function of the Lottery Team, helping deliver on strategic priorities.

Reporting

- To produce and co-ordinate insight and feedback through lottery and associated product reports and supporter feedback as and when required, as briefed.

Compliance and Standards

- To use agreed letter templates and produce bespoke responses with supported agreed template wording

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- To ensure that the lottery administration and customer support team adhere to all brand and corporate standards.
- To actively identify and share information regarding operational issues, in particular those impacting on supporter experience, escalating and working with senior members of the team to resolve with colleagues and partner organisations.
- To ensure all tasks and activities carried out are compliant with all gambling commission legislation, plus the charities terms and conditions relating to promotions products.
- To work with the lottery manager in ensuring the administration team have a good level of knowledge re relevant legislation i.e. fundraising standards, gift aid, gambling legislation and so on.
- To lead on the creation and production of all processes and guidance manuals linked to systems such as Donorflex and as agreed with Line Manager, with regular reviews to ensure always up to date.
- To create a system to maintain stock levels of materials and literature are maintained, as agreed with line manager
- To build relationships with key suppliers to lottery for example database suppliers, payment processing bureaus, membership recruitment agencies, in agreement with the lottery manager.
- To carry out money handling duties in accordance with Compton Care policies and procedures

Miscellaneous

- To work with the Lottery manager on additional activities and projects as agreed
- To give support as agreed with line manager to other departments if resource and capacity allows, for example fundraising and trading.
- Driving licence and access to a car essential for delivering on elements of the role, particularly in relation to collections

Other

Governance and Risk

- Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.
- Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.
- Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.
- Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.

Smoking

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

Information Governance

- Compton Care requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the organisation and it's service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the

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Data Protection Act 1998.

- New governing legislation for collecting and processing personal data in the EU and Freedom of information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder's period of employment that relates to the business of the organisation and it's service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder's employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

Corporate communication to support the charity

- Compton may require employees to support the organisations charitable activities.
- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:
 - Excellence and Innovation
 - Respect and accountability
 - Community and partnership
 - Passion and determination
 - Compassion and empathy

Equality and Diversity

- Compton's committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people's differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity

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or any other grounds.

- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Polices, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

Job Design and Review

- This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.

Patient Experience and Public Involvement (PEPI)

- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

Policies and Procedures Safeguarding

- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in

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order to fulfil safeguarding children and adults at risk responsibilities.

- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Disclosure and Barring Service

- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

Statutory and Mandatory Training

- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

Use of Information Technology

- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

Person Specification

Requirements	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Educated to A level standard or equivalent, including Maths and English 	
Experience, knowledge and skills	<ul style="list-style-type: none"> • At least 2 years evidenced experience relevant to the role, • At least 1-year proven experience managing people and performance management. • Proven experience of project management 	<ul style="list-style-type: none"> • Experience of maintaining stock levels • Experience of producing processes and guidance manuals to support • An awareness of Gambling and fundraising legislation, or the desire to learn.

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	<ul style="list-style-type: none"> • Proven experience of working in a customer service environment in the charity or commercial sector • Excellent customer service skills, with the ability to show empathy, tact and diplomacy • Proven Experience and knowledge of using a database, including experience of using the database as a tool for analytical and administration purposes. • Strong administration skills and a high level of accuracy and attention to detail • Experience of delivering high quality work with minimum supervision • Ability to cope well under pressure and experience of working within a demanding environment • Experience of communicating clearly, with the ability to adapt communication styles for different groups • A flexible approach to managing and prioritising a high workload and multiple tasks, to meet agreed deadlines. • Experience of working constructively and collaboratively with colleagues from different teams • IT literate and good experience of MS Office and database systems as appropriate for the role. 	
<p>Personal skills and attributes</p>	<ul style="list-style-type: none"> • Experience planning and organisation skills • Motivated and proactive • Excellent Communicator • Experience of handling difficult and sensitive situations. 	<ul style="list-style-type: none"> • A willingness to learn and reflect on own performance in order to continually improve

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	<ul style="list-style-type: none">• Ability to emphasise and be sensitive in difficult circumstances• Excellent organisational skills• Willingness to learn and use initiative• People oriented and a team player, able to motivate in a team environment.• Enthusiastic and positive attitude• Attention to detail• Sense of humour• Confident• Excellent numeracy skills	
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