



Being there for *you*
and *your family*

JOB DESCRIPTION

JOB TITLE:	Supporter Engagement Administrator
RESPONSIBLE TO:	Supporter Engagement and Insight Lead
LOCATION:	LOROS Lotteries Limited, Groby Road, Leicester
HOURS OF WORK:	20 hours per week (Tuesday to Friday)

JOB PURPOSE:

As a member of the Supporter Engagement team provide an efficient service to ensure the smooth running of the LOROS Lottery office. Through the tasks outlined below, accurately follow procedures and processes to ensure compliance of the weekly lottery, scratch card and raffle games through efficient data and payment entry. Deputising for the Supporter Engagement and Insight Lead.

ADMINISTRATION DUTIES

Co-ordinate supporter communications including payment request, cancellation letters, gift vouchers, winners cheques/letters and new supporter mailers along with direct debit confirmation letters in line with the rules of the direct debit guarantee.

Responsible for preparing weekly financial paperwork and verification of commissions. Cash handling in both checking and banking in line with the LOROS cash handling policy for weekly banking collection. Maintenance of financial reporting in order to comply with the financial audit requests.

Co-ordinate responses from the bi-annual raffle in relation to payment processing, quickly and efficiently reviewing any errors and actioning responses to resolve to maximum income.

Responsible for issuing and maintaining the scratch card games. Ensuring all orders are prepared and posted in time and in line with LOROS Lotteries communicated timescales. Prepare scratch cards to be sold at events and LOROS shops to maximise income.

Responsible for importing data and payments into the lottery and hospice databases, with checks to ensure transferral of data is correct and payments balance to agreed amounts.

Payment processing and reconciliations through the card payment software. Accurate data entry into the lottery and raffle database with regards to supporter payments for their participation into the weekly draw and raffles.

Support the daily running of the office, working within a regulatory office means all activities are done with high level of diligence, attention to detail, and a commitment to maintaining compliance. Understanding trigger points, signs of problem gambling and different payment

types. Answering the lottery telephone and monitor the lottery mailbox, dealing with queries and amendments to the databases, purchasing requests, payment alterations, renewal payments, standing orders and direct debits. Distributing of incoming and preparing outgoing post.

Compassionate level of customer service when dealing with patients, visitors, supporters and collectors in both face-to-face roles, over the phone or by email. Welcome and assist visitors to the Lottery office, including Lottery Collectors (to process cash collections), Volunteers and Visitors.

COMPLIANCE DUTIES

Excellent understanding of the importance of accurate data entry with dealing with personal supporter data, bank details and amendment reports.

In line with data protection rules and the LOROS privacy policy, review LOROS Lottery records and ensure compliance and accuracy with the LOROS Retention Policy including the deletion of expired data and maintain efficient storage of paper based and electronic information.

Creation of the cash collection annual date sheets and update relevant details from the cash collector/collection amendment forms.

High standard of knowledge of lottery processes, procedures and policies in order to maintain efficient and effective compliance with Gambling Commission rules and regulations. Proactive approach to training and development with enthusiasm to progress lottery functionality.

Proactive approach to LOROS Lottery product development and input experience and knowledge in line with proposed changes to development personal career growth.

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.