



VOLUNTEER ROLE BRIEF – LOTTERY ASSISTANT

PURPOSE OF ROLE

To support the Lottery Team by promoting the sale of scratch cards at various venues and the administration of member payments, all from within the Lottery Office.

MAIN DUTIES

- Contact pubs and businesses willing to sell scratch cards
- Receipt the cash payments brought into the Lottery Office by the Lottery Cash Collector
- Utilising existing reports identify unpaid, cancelled and non starter online payments.
- Mailmerge and send payment letter templates.
- Sell Hospice Scratch Cards at various hospice events (optional)
- Adhere to all Hospice Policy and Procedures
- Attend mandatory training where required

DESIRABLE SKILLS & QUALITIES

- Good telephone manner
- Ability to work independently as well as part of a team
- A good level of IT skills

PERSON SPECIFICATION

- Friendly and approachable
- Flexible with time to spare
- Happy to talk with people of all ages and backgrounds

VOLUNTEER BENEFITS

- Build confidence in engaging with the public
- Gain valuable experience from a friendly Lottery and Communications Team
- Discount at the Hospice *Bistro* and *Treat Yourself* Treatments
- Access to training
- Be part of an amazing charity supporting families across Hartlepool and east Durham

ACCOUNTABLE TO: LOTTERY TEAM MANAGER

What is Alice House

Alice House Hospice exists to ensure people affected by a life limiting illness or the death of a loved one have the care, comfort and support they need. As the only adult Hospice in the Hartlepool and East Durham areas of the UK, our unique range of services make a vital difference to the lives of thousands of families each year.

Our Vision Mission & Values

Our Vision

Every person to the last moment of their life has the right to dignity, respect, support and care.

Our Mission

To provide services that add value to life and make a difference to patients and their families.

Our Values

- We value each person as an individual.
- The patient is at the heart of all of our activities.
- We believe in the importance of celebrating life and relationships.
- We will demonstrate integrity and professionalism at all times.
- We will be modern and progressive and seek out new opportunities to develop our services.
- We will strive to be the best we can and encourage staff and volunteers to actively seek opportunities for personal growth and development.
- We will exercise responsible financial management to ensure long term sustainability.