

TLC LOTTERY
JOB DESCRIPTION

Job Title **Lottery Administrator**

Responsible to **Lottery Manager**

Job Purpose To support the Lottery Manager with the day to day Administration involved in running the TLC Lottery, assist with Marketing, promotional and Social Media content.
To keep up to date in the knowledge and understanding of the Gambling Act 2005.

Main Duties

1. To work closely with the Lottery Manager to ensure the day to day operation of the TLC Lottery is maintained.
2. To handle all general routine correspondence and maintain and organise files.
3. To handle incoming and outgoing post routines.
4. To be responsible for the ordering and replenishment of stationery.
5. To be responsible for keeping accurate, up to date statistical reporting.
6. To answer and handle Incoming calls
7. To handle Email queries.
8. To create and schedule weekly content on Social Media Platforms.
9. To support the Lottery Manager to ensure the TLC Lottery database system is effectively maintained.
10. To ensure the schedules and deadlines are met to enable the weekly draw to take place as required.
11. To provide administrative and creative support for the design and distribution of any marketing or promotional materials.
12. To arrange meetings and provide appropriate hospitality as required.

11. Liaise with Owner Charities, External Fundraisers and Computer Bureau.
12. To provide cover when the Lottery Manager is on holiday or otherwise absent from the office.

Other Duties

13. To actively support the Equal Opportunities Policy of TLC Lottery.
14. Actively support good communication practices within your work and promote and maintain good teamwork.
15. Actively participate in an annual Appraisal.
16. Actively participate in learning and development to further enhance your role.
17. Attendance at Conferences and meetings to further enhance your training when required.
18. Be aware of and comply with the rules relating to your employment as detailed in the staff handbook.
19. Be aware of and comply with Health & Safety and Fire regulations within the office building.
20. Carry out any reasonable duty as requested by the Lottery Manager.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	Good general level of education. Relevant administrative qualifications	
Experience	Previous administration experience essential Good Social Media understanding	Experience within Marketing and or Social Media Environment
Skills & Abilities	<p>Good working knowledge of Microsoft office, including Word, Excel, Publisher and Powerpoint</p> <p>Social media experience (creating, scheduling and posting campaigns and weekly content)</p> <p>Good typing skills with attention to detail.</p> <p>Accurate Data Entry</p> <p>Excellent communications skills.</p> <p>Customer service focus.</p> <p>Ability to prioritise own workload and work to deadlines using own initiative.</p> <p>Ability to remain calm under pressure.</p> <p>Ability to create and maintain administrative/filing systems.</p>	<p>Canva Knowledge</p> <p>Creative Flair to assist with Marketing/Promotions</p> <p>Google Analytics knowledge</p> <p>Telesales Experience</p>
Personal attributes	<p>Empathy for the work of the charities.</p> <p>Reliable and totally confidential.</p> <p>Flexible and self-motivated.</p> <p>Willingness to train and learn new skills</p> <p>Works well alone or as part of a team</p>	Willingness to work extra hours as and when required.

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TERMS AND CONDITIONS OF EMPLOYMENT

POSITION:	Lottery Administrator
REPORTING TO:	TLC Lottery Manager
LOCATION:	Hybrid Role – Remote working and Office attendance at TLC Lottery, Drakes Court, Wythall, Birmingham.
SALARY:	£25K pro rata
NOTICE:	4 weeks
HOURS:	TBA - between 27.5 – 37.5 per week
HOLIDAYS:	23 days pro rata plus Bank Holidays
PENSION:	7.5% contribution
LIFE ASSURANCE:	2 x Salary Life Assurance Scheme