

# Job and Person Specification

## Paid Staff



<b>Position Title:</b>	Lottery Coordinator
<b>Department / Function:</b>	Lottery
<b>Reports to</b>	Lottery Manager
<b>Classification – Grade:</b>	N/A (Non – EEA)

### **About St John Ambulance Australia - South Australia Inc**

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed.

Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

### **Position Summary and Requirements**

The Lottery Coordinator is responsible for overseeing the day to day operation of the lottery call centre team, the open inspection team, the managing of customer inquiries, posting of tickets, supply of prizes, and the other day to day activities related to the lottery.

The Lottery Coordinator will be a member of the Lottery Department, and assist with strategy and implementation of each lottery campaign

### **Key Relationships**

<b>Number of Direct Reports:</b>	<ul style="list-style-type: none"> <li>Up to ten during campaign periods</li> </ul>
<b>Key Internal Relationships:</b>	<ul style="list-style-type: none"> <li>Lottery Manager, CTO, GM C&amp;C</li> </ul>
<b>Key External Relationships:</b>	<ul style="list-style-type: none"> <li>Security, Print Agencies</li> </ul>

Key Accountabilities	Key Tasks	Measures
<b>Lottery call centre, walk in &amp; customer inquiries</b>	<ul style="list-style-type: none"> <li>Assist the Lottery Manager with the recruitment and Induction of Call centre operators and Open Inspection teams</li> <li>Coordinate Call Centre roster and staff training to meet Lottery demands</li> <li>Oversee and maintain 100% accuracy of information communicated to potential ticket purchasers</li> </ul>	<ul style="list-style-type: none"> <li>All calls answered within time frames as determined and advised by the Lottery Manager</li> <li>99% spelling accuracy on all tickets</li> </ul>

	<ul style="list-style-type: none"> <li>Oversee and maintain 100% accuracy of customer information on ticket purchases</li> <li>Posting of printed tickets</li> <li>Reconciliation of various payment methods at state office</li> <li>Managing lottery email, and other non-ticket purchase inquiries</li> <li>Liaise with training call centre to manage call overflow during peak times</li> </ul>	<ul style="list-style-type: none"> <li>Printed tickets are posted each weekday</li> <li>Daily reconciliation</li> <li>Customer queries are responded to same day</li> <li>100% data accuracy with regards to ticket database and ticket eligibility</li> </ul>
<b>Open Inspections</b>	<ul style="list-style-type: none"> <li>Ensure Open Inspections provide a safe environment for public visitations</li> <li>Coordinate roster and staff training to meet Lottery demand</li> <li>Open and close of each house &amp; managing day to day requirements relating to opens</li> <li>Working with suppliers, security and other stakeholder to create a positive experience for customers</li> <li>Reconciliation of various payment methods at house opens</li> </ul>	<ul style="list-style-type: none"> <li>House opens and closes occur on time and to the highest public safety standards as determined by law and St John SA Policy and Procedure</li> <li>Daily reconciliation</li> <li>Process, equipment and amenities are provided and maintained in accordance with relevant policy requirements.</li> <li>Property security is maintained at all times</li> </ul>
<b>Day to Day Operation, and supply of prizes</b>	<ul style="list-style-type: none"> <li>Be present at each draw</li> <li>Manage the day to day activities relating to the lottery</li> <li>Work with Lottery Manager to co-ordinate supply and acquittal of prizes</li> <li>Work with the ICT team to ensure 100% "up time" with respect to the Lottery website</li> <li>Work with the Web Developers in an expedient and accurate fashion to resolve any technical issues that may impact the operation of a Lottery</li> </ul>	<ul style="list-style-type: none"> <li>100% attendance at draws Prizes are supplied within one month of the main draw</li> <li>Follow-up queries relating to prize delivery are responded to same day</li> <li>The Website is functioning 100% throughout the campaign period and with 100% accuracy</li> </ul>
<b>Lottery strategy</b>	<ul style="list-style-type: none"> <li>Participate in team meetings relating to existing and future lottery strategy</li> <li>Assist Lottery Manager with assigned tasks relating to all lottery strategies</li> <li>As a member of the Lottery Governance Committee, provide support and advice to the successful strategy development and execution of Lottery campaigns</li> </ul>	<ul style="list-style-type: none"> <li>Attend team meetings as required</li> <li>Complete all tasks assigned</li> <li>Attend and actively participate in the governance committee weekly meetings</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Maintain current First Aid Certificate and Manual Handling Training</li> <li>Proactively address safety and child protection matters</li> <li>Ensure work station is kept safe and tidy</li> <li>Undertake work station self-assessment on an annual basis</li> <li>Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies</li> </ul>	<ul style="list-style-type: none"> <li>Work station self-assessment completed annually</li> <li>Maintain compliance by completing all required training</li> <li>Take a proactive and preventative approach to</li> </ul>

	<p>and procedures. Monitor and report on WHS arrangements in the learning environment</p> <ul style="list-style-type: none"> <li>• Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager</li> </ul>	<p>maintaining a safe work environment</p>
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### ***Knowledge, Experience and Capabilities***

- Experience in customer service supervision
- Experience in training coordination and management
- Experience managing, supervising and supporting staff
- Highly experienced in managing multiple tasks simultaneously
- Experience in the use of Microsoft office suite of packages
- Experience in rostering staff
- Experience in sales, cash handling and reconciliation
- Knowledge of modern management techniques
- Demonstrated understanding and ability to interpret policy, procedures and relevant legislation
- Exposure to, or an understanding of, the dynamics and drivers of charitable organisations

### ***Personal Attributes***

- Able to prioritise own work tasks appropriately
- Negotiates with managers, peers and direct reports in order to achieve goals
- Aware of own emotions and those of others, takes these into consideration when acting
- Self-motivated and diplomatic

### ***Qualifications / Certifications***

- Bachelor Degree (or equivalent) in a Business discipline
- Extensive experience in a sales or relationship management role
- Acquire (if not already held) and maintain current First Aid certification
- (desirable) Experience in leading a call centre team

### ***Essential requirements***

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

### ***General Position Information***

Hours are Monday to Friday 8.30am to 5.00pm however the position requires some flexibility to meet organisational requirements (particularly during campaign periods) or as negotiated with the Lottery Manager.