



# YORKSHIRE AIR AMBULANCE

Registered Charity No. 1084305



## Job Information Pack



## Regional Administrator

- Full-time position
- Monday to Friday 9am-5pm
- Office based in our HQ in Elland



## Our Mission Statement:

To provide, deliver and develop with integrity, transparency and pride, state-of-the-art emergency response air ambulances for the protection of human life across Yorkshire and its environs.

# About the role:

The Operations team is made up of a PA to the Senior Management Team and Trustees, and the Charity administration team. This consists of an Office/Administration Manager, 2 Regional Administrators who are responsible for the administration activities in their respective areas of Yorkshire (North, East and West & South) and a General Administrator.

The administration team provide the 1<sup>st</sup> point of contact for donors, supporters, volunteers and field based staff and ensure that the charity's actions, image, service and outcomes are perceived as first class thereby enhancing the image and reputation of the Charity. Therefore good customer service skills are essential.

The team covers multiple media channels and are key stakeholders in the relationship system used by the Charity meaning that high attention to detail is required.

You will also be required to demonstrate effective communication skills, both in writing and verbally and will have an outgoing personality. You will also enjoy working as part of a team and have a collaborative style. You will also need to have reliable accuracy in handling cash and using office based IT systems.

The Yorkshire Air Ambulance would welcome applications from people with relevant experience and those looking to start a career in the Charity sector. If you would like to be part of this high-profile, successful regional Charity and think that your skills and experience fit the bill for this exciting role... we look forward to hearing from you!



# Summary of the role:

<b>JOB TITLE</b>	Regional Administrator
<b>LOCATION</b>	Office Based at Charity HQ in Elland.
<b>REPORTING TO</b>	Office/Administration Manager
<b>HOURS</b>	Full Time 37.5 hours per week over 5 days, Monday to Friday 9am-5pm
<b>ADDITIONAL INFO</b>	The successful candidate will occasionally be required to assist in the wider activities of the Charity which may include some travel within Yorkshire e.g. large fundraising events.
<b>JOB PURPOSE</b>	To ensure first class delivery of the administration functions of the Charity.



## Key Responsibilities and Duties:

- ❖ To handle incoming post, phone calls and visitors to Head Office.
- ❖ Setting up donors, ensuring information is accurate and kept up to date on our Relationship Management System.
- ❖ Processing of donations on our Relationship Management System and ensuring written responses to our supporters are timely and accurate.
- ❖ Input events and maintain event logs for volunteer and fundraising events.
- ❖ Actively participate in team meetings.
- ❖ Proactively handle call enquiries, offering comprehensive information about Yorkshire Air Ambulance's services, initiatives, and events, while actively promoting engagement through newsletters and other communication channels.
- ❖ Demonstrate independence and initiative in resolving matters utilising available resources and consistently delivering exceptional customer service.
- ❖ Produce routine reports and letters from the Relationship Management system.
- ❖ Operate accurate collection tin and cash management processes.
- ❖ To ensure the smooth administration of the Charity's Lottery.
- ❖ To assist the administration team and other staff during peak times and over the holiday period.
- ❖ Photocopies and files appropriate documents as needed.

## Knowledge and Skills Required:

- ❖ Previous experience in a similar role within a Charity, office or retail environment.
- ❖ Used to working in a team.
- ❖ Basic knowledge of Microsoft office systems.
- ❖ Educated in Maths and English to GCSE level C.
- ❖ Excellent written and verbal communication skills with high a degree of accuracy.
- ❖ Lives in or within easy commute of Elland.

## Skills and Abilities:

**Routine Planning** – Plans to achieve their objectives within timescale, balancing short and long term requirements.

**Communicating with others** – Pitches communication at the right level both verbally and in writing. Good listening skills.

**Quality Focus** – Ensures that outputs are accurate and meet the standards and requirements.

**Building Relationships** – Works well with others. Co-operates willingly with others. Treats others with dignity and respect and able to gain the trust of others.

**Flexibility and Adaptability** - Adopts a flexible and adaptable approach and remains calm under pressure and focused on the task.

**Delivering Results** - Accepts accountability and ownership. Ensures that they deliver on time and to the required standard. Shows high attention to detail.

**Self-Motivated** - Works well on their own or as part of a team. Demonstrates a positive attitude and the willingness to use initiative. Energetic and enthusiastic.



## Additional information:

- ❖ Salary £21,312 pa.
- ❖ Discretionary annual staff bonus scheme based on the Charity's financial performance and personal KPIs.
- ❖ 25 days paid holiday per annum plus statutory Bank Holidays (pro-rata).
- ❖ Enhanced family leave packages, including maternity, paternity, and adoption/surrogacy.
- ❖ Regular team building and a calendar of events and social activities.
- ❖ Commitment to training and personal development for all staff, including access to short online training sessions.
- ❖ Eligible to apply for a Blue Light Card, gaining discount at 100's of businesses.
- ❖ Contributory pension scheme (contributions matched by the Charity up to 8% and annual pensions advice).
- ❖ Life Assurance plus employee assistance programme covering Financial, Mental and Physical Wellbeing.
- ❖ Confirmation in post subject to completion of a successful 6-month probationary period.
- ❖ The successful applicant may be subject to a full Disclosure and Barring (DBS) check.

**Closing date for this role is: Sunday 6<sup>th</sup> August 2023 at 5pm.**



# Application process:

**To apply for this position:**

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- ✓ Provide a CV and covering letter stating how you match the knowledge, abilities and skills required and why you are applying.
- ✓ Complete the Equal Opportunities form (*optional*)

If you wish to discuss the job role in more detail, please contact Louise Shorrock, Office/Administration Manager on 01422 237900.

Please email your CV and covering letter to:

[recruitment@yaa.org.uk](mailto:recruitment@yaa.org.uk).

**Other things to note:**

We reserve the right to close the vacancy early if required and would encourage applicants to send in their applications as soon as possible rather than waiting for the closing date.

We encourage applications from all backgrounds and groups – we value equality, diversity and inclusion in all our employment practices, including recruitment, selection and induction.

If you require any documents in another format or adjustments to any part of the recruitment & selection process, please do let us know.

## **GDPR & our Recruitment Privacy Statement:**

*The Yorkshire Air Ambulance complies by law with the Data Protection Act 2018 and the EU General Data Protection Regulation. This advises you of how the Charity collects and processes your personal data. The Privacy Statement also declares how the Charity will comply with GDPR and the Data Protection Act 2018. Please ensure you download and read the Statement on our website before completing and submitting your application for employment.*







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We look forward  
to receiving your  
application

