



YORKSHIRE
AIR AMBULANCE

Registered Charity No. 1084305



Job Information Pack



Database Implementation Project Manager- FTC 9 months

- Part time, 22.5 hours per week
- Hybrid working from our HQ



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:

This is an exciting new role to support the charity as we migrate to a new fundraising CRM system (database). The successful candidate will manage this project to ensure we make the most of this important investment, bring the project in on budget and on time, provide technical expertise, and be the point of contact with our charity team, the vendor and implementation partner as we navigate to a go-live point.

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:

JOB TITLE	Database Implementation Project Manager- 9 Month FTC
LOCATION	Hybrid
REPORTING TO	Director of Relationship Fundraising
HOURS	Part time, 22.5 hours per week, exact hours to be agreed, flexible hours.
ADDITIONAL INFO	The role will be hybrid, a mixture of working from home and from our HQ in Elland
JOB PURPOSE	This role will be responsible for the planning, preparation and deployment of YAA's new fundraising CRM and its associated business processes. You will work collaboratively with YAA's internal project stakeholders, an implementing partner, the system vendor and play a key role in establishing an agile approach to project delivery.
SALARY	£34,645-£44,772 pro rata



KEY RESPONSIBILITIES AND DUTIES:

- ❖ Project Management accountability for the YAA CRM Project, ensuring successful, on time and on budget delivery
- ❖ Establish and manage a realistic and committed plan for the project, taking into consideration business deadlines, dependencies, resources, and costs, monitoring workplan activities and support team members in delivering their project elements
- ❖ Work successfully with the Implementation partner, vendors and any 3rd party systems to deliver the CRM solution to a go-live point and then project sign-off
- ❖ Vendor management, including the critical assessment of their proposed timelines, agreeing work sprints, and escalate issues where appropriate
- ❖ Provide regular status reports on plan, finances, resources, risks and issues to the Project Sponsors
- ❖ Proactively identify and manage project risks and issues, driving actions to mitigate or resolve
- ❖ Cleanse data ahead of migration in line with agreed data principles
- ❖ Write test scripts, oversee user testing, and work with the vendor/implementation partners to fix issues
- ❖ Oversee any customisation requirements for the new system
- ❖ Scope out new processes and workflows
- ❖ Roll out a training programme to Super Users

KNOWLEDGE & SKILLS REQUIRED:

Essential:

- ❖ Previous experience of delivering a fundraising CRM database implementation project, including data cleansing and migrations, ideally in a third sector environment
- ❖ Extensive track record of successfully managing projects and programmes with accountability for both technology configuration and deployment, integration, business process, change and infrastructure activities
- ❖ Proven ability to deliver projects on time / on budget, using project management processes and tools including risk management, benefits management, financial management and quality assurance
- ❖ Comprehensive management and influencing skills
- ❖ Ability to resolve issues swiftly and decisively whilst safeguarding standards and procedures
- ❖ Strong team leadership with the ability to motivate and mobilise individuals outside their reporting line
- ❖ Strong business requirements collection and scoping, and process/workflow analysis
- ❖ Excellent communication skills (written & oral English), including the ability to communicate and present to all levels of the organisation
- ❖ Able to demonstrate instances of initiatives that have delivered organisational benefits
- ❖ Advanced analytical and problem solving skills, with a high attention to detail
- ❖ Ability to effectively prioritise work and agree and communicate priorities within the team
- ❖ Demonstrates a strong work ethic and able to take the initiative and ownership to deliver value to the charity

Desirable:

- ❖ Project delivery experience relating to charity-specific CRMs
- ❖ Non-profit sector knowledge/experience
- ❖ Proven experience of using and leading change management activities including stakeholder management and engagement

SKILLS & ABILITIES:

Planning for the Future - Plans to achieve their objectives within timescale, balancing short- and long-term requirements. Identifies opportunities and barriers and considers the implications of actions.

Communicating with Others - Pitches communication at the right level both verbally and in writing and checks for understanding. Good listening skills. Uses information to influence others. Able to give tough messages when required.

Generating Ideas - Continually seeking to improve the service offered by the team by coming up with improved systems and processes and added value activities. Considers pros and cons and impact on team and resources.

Building Relationships - Works well with others. Co-operates willingly with others. Able to quickly build effective relationships with all levels both internally and externally and meet the needs of the individual. Treats others with dignity and respect and able to gain the trust of others. Builds strong relationships with others.

Flexibility and Adaptability - Adopts a flexible and adaptable approach. Recovers well from setbacks and resistance from others. Remains calm under pressure and focused on the task. Encourages others to do the same.

Making Decisions - Anticipates issues and takes action to address underlying cause. Reaches effective decisions by gathering and analysing relevant information balancing cost, benefit, and risk implications. Considers options, weighs up pros and cons before deciding on action.

Delivering Results - Accepts accountability and ownership. Ensures self and team delivers on time and to required standard. Has high standards and leads by examples. A good role model. Creates enthusiasm in others.

Self-Motivated - Works well on their own or as part of a team. Demonstrates a positive attitude. Energetic and enthusiastic.

Additional information:

- ❖ Starting salary between £34,645-£44,772 pro rata
- ❖ 9 month fixed term contract
- ❖ 25 days paid holiday per annum plus statutory Bank Holidays (pro-rata).
- ❖ Time off in Lieu for evening and weekend work, where applicable.
- ❖ Work Life/Family Balance - a commitment to helping you achieve a work life balance including flexible working opportunities (role dependent), enhanced family leave packages, including maternity, paternity, and adoption/surrogacy.
- ❖ Regular team building and away days with a calendar of events and social activities.
- ❖ Commitment to training and personal development for all staff, including access to short online training sessions.
- ❖ Contributory pension scheme (contributions matched by the Charity up to 8% and annual pensions advice).
- ❖ Life assurance plus access to an Employee Assistance Programme covering Financial, Mental and Physical Wellbeing.
- ❖ You will be provided with: Uniform, laptop and other items required for you to perform your role effectively.

Application process:

To apply for this position via our website:

- ✓ Provide a CV and covering letter stating how your experience, knowledge, abilities and skills match the job requirements along with why you are applying.
- ✓ Complete the optional Equal Opportunities Monitoring Form.

For other recruitment queries, please contact recruitment@yaa.org.uk.

The closing date for this vacancy is **Tuesday 22nd July 2025 at 5pm**

Interviews will take place in the **week commencing Monday 28th July**.

If you wish to discuss the job role in more detail, please contact Katie Roberts, Director of Relationship Fundraising on 07425 239368

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.

The use of AI (Artificial Intelligence) is monitored.

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**