



**YORKSHIRE
AIR AMBULANCE**

Registered Charity No. 1084305



Job Information Pack



Regional Administrator (12 month FTC)

- Part time position, job share on a 12 months fixed term contract.
- 18.75 hours per week, Monday & Tuesday 9am-5pm, Wednesday 11.30am to 3.15pm.
- Office based at our Elland 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:

The Operations team is made up of a PA to the Senior Management Team and Trustees, IT Manager, Clinical Support Officer 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 1st 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:

JOB TITLE	Regional Administrator- Job Share- 12 months fixed term contract
LOCATION	Office based at our charity HQ in Elland
REPORTING TO	Office/Administration Manager
HOURS	Part time position (job share), 18.75 hours per week, Monday & Tuesday 9am-5pm, Wednesday 11.30-3.15pm
ADDITIONAL INFO	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
JOB PURPOSE	To ensure first class delivery of the administration functions of the charity
SALARY	Starting salary of £24,638 p.a pro rata



KEY RESPONSIBILITIES AND DUTIES:

- ❖ To handle incoming post, phone calls and visitors to Head Office.
- ❖ Accurately set up and maintain donor records in the CRM system
- ❖ Processing of incoming donations from various sources onto the CRM system and ensuring acknowledgements are issued to donors in a timely manner
- ❖ Monitor and manage donations from various online giving sites ensuring accurate data transfer
- ❖ Input events and maintain event logs for volunteer and fundraising events.
- ❖ Actively participate in team meetings, contributing updates and ideas
- ❖ 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.
- ❖ Build and maintain positive relationships with fundraisers, volunteers and donors
- ❖ Operate accurate collection tin and cash management processes.
- ❖ To help ensure the smooth administration of the Charity's Lottery & Raffle
- ❖ To assist the administration team and other staff during peak times and over the holiday period.
- ❖ Photocopies and files appropriate documents as needed.

KNOWLEDGE & SKILLS REQUIRED:

- ❖ Previous experience in a similar role within a Charity, office or retail environment.
- ❖ Used to working in a team.
- ❖ Experience of working with the Microsoft Office Suite
- ❖ Experience of working with SharePoint and One Drive
- ❖ Desirable to be proficient in Microsoft Excel including data entry, formatting, pivot tables and VLOOKUP
- ❖ Experience working with CRM systems or donation management software
- ❖ 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 & 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:

- ❖ Salary £24,638 pa. pro rata
- ❖ 25 days paid holiday per annum plus statutory Bank Holidays (pro-rata).
- ❖ 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.
- ❖ The successful applicant may be subject to a full Disclosure and Barring (DBS) check.

Closing date for this role is: Monday 1st of September at 5pm.

Interview date for this role is: Wednesday 10th of September

Application process:

To apply for this position:

- ✓ 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)

Please email your CV and covering letter to us by sending it to: recruitment@yaa.org.uk.

The closing date for this vacancy is **Monday 1st of September at 5pm**

Interviews will take place on **Wednesday 10th of September**

If you wish to discuss the job role in more detail, please contact Louise Shorrock, Office/Administration Manager on 07709462518

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**