



YORKSHIRE AIR AMBULANCE

Volunteer Receptionists

- Monday – Friday 09.00- 17.00hrs (*flexible rota with an aim to cover our main office hours. Please note you will not need to work all these hours as we are looking for a complement of volunteers to either work a specific number of hours each day, or just one/two days per week for example*)
- Location - Nostell Air Support Unit, Doncaster Road, Foulby, WF4 1QA





Welcome from our CEO



We are delighted that you are considering joining Yorkshire Air Ambulance, one of the most respected charity's in our region, which has been providing vital, rapid-response emergency care to the people of Yorkshire for over 25 years.

We are dedicated to our patients, people and the future of life-saving clinical care in Yorkshire.

One thing that is very clear to me is just how deeply Yorkshire Air Ambulance matters to so many people. But, we can only continue to provide this vital, lifesaving service thanks to the dedication of our people, the strength of our organisation and the incredible support from the communities in which we work and serve.

Our people are at the heart of everything we do, and we deeply value every member of the team. From volunteers and fundraisers, to clinicians, trustees, pilots, support staff and operations, we would not exist without the commitment and dedication of every member of our team.

We are excited for the future of Yorkshire Air Ambulance and all the opportunities we have to ensure we continually evolve, innovate and improve, and we hope that you might be part of that.

Wishing you the best of luck with your application.

Kathryn Marsden OBE

About Yorkshire Air Ambulance:

Yorkshire Air Ambulance is an independent charity dedicated to saving lives across the vast and diverse communities of Yorkshire.

Operating from bases near Wakefield and Thirsk, we provide advanced, rapid-response emergency critical care to those in urgent need—whether in remote rural areas, busy urban environments, or at the scene of serious incidents on the region's roads and motorway networks.

The charity brings advanced life-saving treatment and interventions directly to patients, often making a critical difference in those vital first moments following an accident or medical emergency.

Unlike many emergency services, Yorkshire Air Ambulance receives no direct government funding for our day-to-day operations and relies entirely on the generosity of the public and supporters to remain operational.

Each mission is made possible through donations, fundraising initiatives, partnerships, and philanthropic contributions. This strong connection with the communities we serve lies at the heart of the organisation's ethos and ensures that every flight is powered by local support.



About the role:



Do you want to feel as though you are helping to save lives every day? When working for YAA as a **Volunteer Receptionist** that is exactly what you will be doing!

We're looking for a number of volunteers to provide a friendly welcome to visitors when they arrive at our airbase. You will make sure our supporters and visitors have a wonderful and memorable experience when they visit. This role is essential in helping us maintain smooth day-to-day operations, ensuring our lifesaving service continues to run efficiently.

Your role will include welcoming our wide range of visitors to the airbase – this may be ex-patients, corporate sponsors, employees (varying from support staff to pilots and clinical staff) to our wide range of contractors, setting up and tidying meeting rooms and general administration duties.

There are some days full of visits and meetings. Other days might be quieter, in which case you would be helping the team with admin tasks. Full training will be given.

You need to be confident, be good at multi-tasking and be a friendly face when people walk through our doors.

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	Volunteer Receptionist
LOCATION	Nostell Air Support Unit, Doncaster Road, Foulby, WF4 1QA
REPORTING TO	Office & Administration Manager
HOURS	09.00 hrs – 17.00hrs, Monday to Friday, flexible rota
ADDITIONAL INFO	Uniform and training will be provided
JOB PURPOSE	To provide a friendly welcome to visitors when they arrive at our airbase. You will make sure our supporters and visitors have a wonderful and memorable experience when they visit.



Key responsibilities and duties:

- ❖ Answering the intercom to all visitors, monitoring the security gates and signing them in to the building.
- ❖ Showing visitors where they need to go.
- ❖ Keeping the meeting rooms tidy and presentable.
- ❖ Being the face of YAA and ensuring visitors have a great experience.
- ❖ Keeping a log of the keys signed in and out.
- ❖ Other reasonable administration and fundraising duties as requested eg. counting cash, sending letters, making calls to donors etc.

Knowledge and skills required:

Essential:

- ❖ An interest in the Yorkshire Air Ambulance Charity and the work we do.
- ❖ A polite and friendly demeanour to communicate with the public.
- ❖ Enthusiastic and a proactive attitude.
- ❖ Basic IT skills (training can be provided).
- ❖ Comfortable with cash handling.

Desirable:

- ❖ Previous customer service facing experience or reception duties.

Application process:

To apply for this position:

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

The closing date for this role is: **Friday 19th June 2026 at 17.00hrs.**

If you wish to discuss the job role in more detail, please contact **Louise Shorrock** via email: l.shorrock@yaa.org.uk

If you need to contact the recruitment team about your application, please Email: 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.

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.



**We look forward to
receiving your application**



recruitment@yaa.org.uk



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