



YORKSHIRE
AIR AMBULANCE

Registered Charity No. 1084305



**Job
Information
Pack**



Regional Administrator

- Full-time position, office based, Monday to Friday 9am-5pm



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 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
LOCATION	Office Based at Charity HQ in Elland.
REPORTING TO	Office/Administration Manager
HOURS	Full Time 37.5 hours per week over 5 days, Monday to Friday 9am-5pm
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.



Key Responsibilities and Duties

- ❖ To handle incoming post, phone calls and visitors to Head Office
- ❖ To ensure that donations are processed in line with procedures and written responses to donations are timely and accurate
- ❖ Maintain event logs for volunteer and fundraising events
- ❖ 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 Charities Lottery
- ❖ To ensure accurate data is entered into our Relationship Management system and that this data is kept up to date
- ❖ To assist the administration team and other staff during peak times and over the holiday period
- ❖ To undertake other duties and training as may reasonably be required from time to time.

Knowledge and Skills Required:

Essential:

- ❖ Previous experience in a similar role within a Charity, office or retail environment or be an apprentice seeking to start a career.
- ❖ 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 £17,550 pa.
- ❖ Discretionary annual staff bonus scheme based on the Charity's financial performance and personal KPIs.
- ❖ 22 days paid holiday per annum plus statutory Bank Holidays (pro-rata).
- ❖ Contributory pension scheme.
- ❖ Life Assurance.
- ❖ 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.
- ❖ Interviews will take place on Monday 7th February 2022.
- ❖ If you wish to discuss the job role in more detail, please contact Louise Shorrock, Office/Administration Manager on 01422 237900.

Closing date for this role is: Friday 21st January 2022 12 noon.



Application process:

To apply for this position:

To apply for this position:

- ✓ Complete the application form (downloadable from our website www.yaa.org.uk)
- ✓ Provide a covering letter
- ✓ Complete the Equal Opportunities form (*optional*)

Please email completed applications back to us by forwarding it to: recruitment@yaa.org.uk .



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. Attached with this pack is a copy of our Recruitment Privacy Statement. 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 before completing and submitting your application for employment.





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We look forward
to receiving your
application

