



YORKSHIRE
AIR AMBULANCE

Registered Charity No. 1084305



Job Information Pack



General Administrator

- Part-time role, 22.5 hours p/w over 5 days Monday to Friday, to be agreed with successful candidate
- 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:

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

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. They cover multiple media channels and are key stakeholders in the relationship system used by the charity.

The successful candidate would have a proven track record of working in an administration or retail capacity. The working hours can be inside of normal school hours so may suit a working parent for example or others requiring this type of part time flexibility.

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.

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	General Administrator
LOCATION	Charity HQ in Elland
REPORTING TO	Office/Administration Manager
HOURS	22.5 hours per week over 5 days
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
- ❖ Processing donations on our CRM system
- ❖ To ensure that written responses to donations are timely and accurate
- ❖ Input events and maintain event logs for volunteer and fundraising events
- ❖ Office filing
- ❖ Produce routine reports and letters from the relationship management system
- ❖ Operate accurate collection tin and cash management processes
- ❖ To assist the administration team and other staff during peak times and over the holiday period
- ❖ Lottery administration
- ❖ Administration support for Legacy & Trusts

Knowledge and Skills Required:

Essential:

- ❖ 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 at GCSE level
- ❖ Excellent written and verbal communication skills with high a degree of accuracy
- ❖ Lives in or within easy commute of Elland

Skills and 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 £11,150 pa based on 22.5 hours per week.
- ❖ 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). Time off in Lieu for evening and weekend work.
- ❖ Work Life/Family Balance - a commitment to helping you achieve a work life balance including flexible working opportunities, 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.
- ❖ 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 access to an Employee Assistance Programme covering Financial, Mental and Physical Wellbeing.

Closing date for this role is: Friday 20th January 2023 at 12 noon



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.

First interviews will take place on Thursday 2nd February 2023.

If you wish to discuss the job role in more detail, please contact Louise Shorrocks, Office/Administration Manager on 07709 462518.

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.

Previous applicants need not apply.

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

