



YORKSHIRE
AIR AMBULANCE

Registered Charity No. 1084305



Job Information Pack



Merchandise Co-ordinator

- Part-time, 22.5 hours per week
- Offered as either 4 or 5 days per week, to be negotiated with the successful candidate
- Office based at our HQ at Cayley House, Elland



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 Merchandise Co-ordinator that is exactly what you will be doing!

We have a vacancy for a part-time Merchandise Co-ordinator to assist and support the Marketing & Communications team with the procurement, fulfilment and co-ordination of merchandise alongside other marketing materials and offer administration support to the full team.

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	Merchandise Co-ordinator
LOCATION	HQ at Cayley House, Elland
REPORTING TO	Creative Marketing & Brand Manager
HOURS	22.5 hours per week, days and hours are negotiable for the right candidate but need to be worked over 4 or 5 days
ADDITIONAL INFO	<p>Full, clean driving licence is essential as there will be regular trips in a Company Van to our warehouse to pick up stock.</p> <p>A significant element of this role is physical, and the candidate will be required to regularly lift, carry and move potentially heavy boxes of merchandise in our storeroom at Head Office and at our warehouse.</p>
JOB PURPOSE	To assist and support the Marketing & Communications team with the procurement, fulfilment and co-ordination of merchandise alongside other marketing materials and offer administration support to the full team.

Key Responsibilities and Duties

<p>MERCHANDISE</p>	<ul style="list-style-type: none"> ❖ To manage and coordinate all aspect of merchandise for the Charity: <ul style="list-style-type: none"> ○ To liaise with our suppliers gathering new product ideas, costings, and design ideas. ○ To ensure best value for money for the Charity when ordering new stock. ○ To manage all merchandise orders from initial enquiry through to raising PO's, placing orders, and taking delivery. ○ To liaise with the warehouse staff to ensure deliveries are booked in and placed in an easily accessible area where possible. ○ To closely monitor stock control, ensuring that stock levels are consistent and well organised, in the internal stock rooms at Head Office and at our warehouse. ○ To ensure current manual handling processes are followed when lifting, moving, or pushing heavy boxes of merchandise in our storeroom at our Head Office or in our warehouse. ○ To liaise directly with the Fundraising Team regarding merchandise orders, ensuring the relevant paperwork is received and orders are processed in a timely manner. ○ To manage staff expectations with regards to orders and collections, and to ensure they are promptly dealt with. ○ To liaise with the Finance team to ensure all relevant paperwork is accurate and passed over for processing.
<p>WEBSITE/SOCIAL MEDIA/INTRANET</p>	<ul style="list-style-type: none"> ❖ To prepare and process online web shop orders punctually and ensure they are posted out efficiently and in a timely manner. ❖ To ensure familiarity with the CMS system and upload/ amend content as and when requested by the Marketing team. ❖ To ensure all shop products are listed as appropriate, with correct images, descriptions, prices, and post values. ❖ To provide weekly shop offers to the Social Media Assistant. ❖ To assist the Digital Marketing Manager and Social Media Assistant with the generation of monthly Facebook Fundraising reports. ❖ To act as support for the Digital Marketing Manager & Social Media Assistant with any other aspects of the website or social media as directed.
<p>HELICOPTER PR VISIT PAPERWORK</p>	<ul style="list-style-type: none"> ❖ To coordinate the helicopter PR events paperwork, liaising with the Creative Marketing & Brand Manager and Fundraising team to ensure all documents are in place on the system, and visit details are shared with the Digital

	Marketing Manager and published on the website in good time.
CLOTHING	<ul style="list-style-type: none"> ❖ To liaise with staff and volunteers and order relevant staff/volunteer uniform as and when required. ❖ To liaise with our suppliers regarding ordering and supply of uniform and ensuring they are on brand.
OTHER DUTIES	<ul style="list-style-type: none"> ❖ To act as support for the Digital Marketing Manager and PR and Engagement Manager when required. ❖ To assist the admin team with processing and management of the post at various times. ❖ To support admin with general administration duties during holiday periods/ sickness absence. ❖ To always ensure PO numbers are raised, requested, and approved prior to placing any orders. ❖ To attend and provide input to the regular Marketing meetings, helping to generate new ideas and initiatives. ❖ To assist the Marketing team with any other duties as required. ❖ Ensure the van checklist is done once a month and provided to Office/Administration Manager in a timely manner. ❖ Ensure the van is taken out for a weekly run out.

Knowledge and Skills Required:

Essential:

- ❖ Used to working in a team.
- ❖ To be able to confidently and easily lift and move heavy boxes of merchandise regularly.
- ❖ Excellent written and verbal communication skills with high a degree of accuracy.
- ❖ Basic knowledge of Microsoft office systems.
- ❖ Full clean driving licence so can drive the Company Van to move merchandise.
- ❖ Lives in or within easy commute of Elland.

Desirable:

- ❖ Previous experience in a warehouse/picker and packer role.
- ❖ Previous experience of working within a Charity.
- ❖ Previous experience of working within retail.
- ❖ Stock management.

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 £21,312 FTE.
- ❖ Discretionary annual staff bonus scheme based on the Charity's financial performance and personal KPIs.
- ❖ 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.
- ❖ 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 12th May 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.

If you wish to discuss the job role in more detail, please contact Leanne Seward on 07973 872837.

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

