

Post : **Charity Assistant**

BASED:	Outmarsh, Semington, BA14 6JX
RESPONSIBLE TO:	Director of Income Generation & Communications
REPORTS TO:	Emergency Awareness Trainer
KEY RELATIONSHIPS:	Senior Community Fundraising Manager/Senior Fundraising Manager/Senior Communications Manager
LINE MANAGEMENT:	None

SUMMARY & MAIN PURPOSE OF JOB

Wiltshire Air Ambulance (WAACT) is a charity providing an essential Helicopter Emergency Medical Service to people living, working and travelling across Wiltshire, Bath and surrounding areas.

This role will support the charity team by assisting on the day-to-day activities of the team and providing administrative support to the whole of the charity team. You will have opportunities to be involved in a broad range of fundraising activities.

KEY RESPONSIBILITIES

Emergency Awareness Training Programme

The Education Programme is designed to show young people what to do in real emergencies so they can have a true impact and potentially save lives. We attend primary and secondary schools and the training is different depending on the age of the children involved.

- Provide key admin support to the Emergency Awareness Trainer. This will include:
 - managing the calendar of training days
 - following up with the schools with confirmed bookings
 - sending out information to schools who are interested in the training
 - working with the finance team regarding the invoicing to the schools
 - helping with the marketing of the scheme
 - answering any day-to-day questions from the schools

General

- Updating information on Access ThankQ CRM system
- Sending out fundraising packs to supporters
- Dealing with visitors and deliveries
- Answering telephone calls, answering where possible or taking messages
- Assisting with WAA events
- Assisting in the Charity shop where needed



Person Spec

The ideal candidate will have:

- Good communication skills – in writing, face to face and over the phone
- Enthusiastic, energetic and adaptable with a “can do” attitude
- Able to work effectively as part of a team but able to carry out tasks independently
- IT literate with ability to use Microsoft Office 365 including Excel, Word and PowerPoint

GENERAL DUTIES

- To actively promote the core values of Wiltshire Air Ambulance whilst working towards achieving the strategic objectives of the charity
- To act as an ambassador for the charity and assist where required at events organised by Wiltshire Air Ambulance. This may include evening/weekend work for which time of in lieu will be given
- Participate in internal/external meetings as required
- Undertake any training, including statutory and mandatory training as deemed necessary by the charity
- Where appropriate communicate with patients and their relatives in a sensitive and compassionate manner
- Observe office procedures and report potential and actual risks encountered and take action to minimise their effects
- Support the charity's policy on equality and diversity
- Attend appraisal meetings with line manager as required
- Identify personal development opportunities within a work context and take part in personal and professional development
- Respect confidentiality of all information obtained whilst working for Wiltshire Air Ambulance
- Any other duties as may be required

This job description is subject to review and alteration in light of future change or developments

