



SCOTLAND'S CHARITY AIR AMBULANCE



Administration Assistant

Location: Perth Airport, Scone

Reports to: Office Manager

Hours: 37.5 hours per week

Salary: £25,000 (pay award pending)

Benefits: Pension: 12% employer's contribution (after 3 months' service)

Annual Leave: 36 days (incl. public holidays) + an extra day for your birthday

Death in Service benefit: 3 times annual salary

Optional Private Medical Insurance plan

Access to Blue Light Card

Learning and Development opportunities

Working for Scotland's Charity Air Ambulance

Scotland's Charity Air Ambulance (SCAA) exists so nobody in Scotland suffers or dies because medical help cannot get there in time.

People can get sick or have accidents anywhere and anytime. But in Scotland there are places where urgent medical help cannot reach people. Or help gets there too late. And when lives are at risk every minute matters.

As a charity we rely on donations from the Scottish public, companies and communities to ensure that urgent medical help gets to the patient when it is needed, wherever they are and at whatever time of day.

SCAA would like to welcome an experienced Administration Assistant to support their growing team at the Charity's Head Office in Perth. Working as part of a small admin team, the successful candidate will provide key administrative support to the Charity's vital Fundraising, Finance and Executive teams. A high level of accuracy, attention to detail and ability to problem-solve are essential requirements for this position along with excellent communication, IT, numeracy, and literacy skills. The ideal candidate will show a willingness to work flexibly. A friendly and professional manner will suit this customer facing role.



Administration Assistant

Scotland's Charity Air Ambulance

Our Purpose

Help must always get there, in time.

Our Values

- One team in all we do
- Safety and risk alert
- Passion, care, and compassion
- Transparency, honesty, integrity
- Responsive, respectful, and inclusive

Our Ambition

No one in Scotland should die because help can't get there in time.

Our Ethos

Fast, professional, responsible, innovative, visible.



Administration Assistant

About the role

Provide general administrative support to the charity, working closely with the Office Manager to ensure the smooth running of the organisation.

- Process and acknowledge donations daily through our CRM (Donorflex).
- Follow processes and procedures to ensure data processing accuracy.
- Monitor and action public enquiries including incoming emails, phone calls and post in and out.
- Monitor and action daily and weekly lottery administration tasks.
- Organise the weekly banking of cheques and cash including ad-hoc money counting operations in line with organisational policy and procedures.
- Process merchandise orders, with support from volunteers and work with the wider team to ensure accurate stock control.
- Support event leads by assisting with the collation of materials.
- Perform bank reconciliations.
- Assist with visits to the Perth Office from donors, patients and other members of the public as requested.
- Ensure best practice and excellent customer service in response to visitors and callers.
- Provide guidance and support to office and community volunteers.
- Provide cover and support, as appropriate, during holidays, peak times and periods of absence.

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work. If an additional task or responsibility becomes a regular or frequent part of the job, it will be included in the job description in consultation with the post holder.



Administration Assistant

General responsibilities

- Maintain an organised, secure and inviting office environment.
- Work collaboratively with staff across the charity and key partners.
- Abide by organisational policies, safety protocols, codes of conduct and practice as described in the Staff Handbook.
- Perform other associated duties as they arise, develop or are assigned in line with the broad remit of the post.



Administration Assistant

About you

Essential Skills and qualifications

- High degree of accuracy and attention to detail
- Ability to problem solve and multi-task
- IT literate with experience in the use of Microsoft packages, in particular Excel and Word
- Excellent numeracy and literacy skills
- Proficient communicator
- Flexibility and willingness to work within a small, dedicated team
- Enjoy working in a customer facing role

Desirable Skills and qualifications

- Cash handling/accounts office experience
- Experience in operating CRM systems, (particularly Donorflex), ideally as an administrator
- Experience of working in the Charity sector
- Experience of SharePoint and the broader Microsoft Suite
- Experience in operating accounting software packages



Join us!

Application

To apply please email your CV and a covering letter outlining your suitability for the role, your relevant experience, and your motivations for applying to **Katherine Farmer, Office Manager**, at k.farmer@scaa.org.uk.

We advise you to refer to the 'About You' section and use this to explain your suitability for the role in your covering letter. The more you can relate your skills and experience to this role, the higher the likelihood of progressing to the interview.

To find out more about the role you can also contact **Katherine** with any questions.

Application deadline is 7th March 2025

Interviews

Interviews will take place at our base at Perth Airport in Scone on **19th March 2024**.

Further information will be provided if you are invited to interview.



Administration Assistant