

Fundraising assistant

Recruitment Pack

Join our lifesaving team

WILTSHIRE
+BATH AIR
AMBULANCE
Going above + beyond



Welcome

It is my pleasure to extend a warm welcome to you as you consider joining our Wiltshire and Bath Air Ambulance Charity family.

The team who work with us here at the Charity are our most important asset.

Upon joining us, you will become part of a dynamic, fast-growing organisation which is committed to being a safe and effective clinical care provider.

People are at the centre of everything we do; we aspire to be values driven and work together in an open and honest culture.

We believe every employee plays a part in saving lives, no matter what their role in the organisation. We are one team with one goal.

We treat everyone with dignity, value their contributions and help one another succeed.

We very much consider ourselves a family, and we hope that anyone who chooses to join us will feel as privileged as we do to work for such an amazing Charity.

We have plans in place for a very exciting future and we would love you to join us on our journey!

Barbara

Barbara Gray
Chief Executive



Our journey starts with our mission statement, to provide rapid pre-hospital critical care and save lives.



OUR VISION



To be a dynamic, innovative and highly effective charity that continually develops to best fulfil our mission.

To provide the highest quality clinical care in the most timely manner.



To fundraise with passion, confidence, ambition and drive.

To facilitate high quality lifesaving education.



OUR VALUES

**If we all share these values,
we can go above and beyond.**

High quality



We pride ourselves on providing high quality clinical care.

Just culture



We believe and operate in a just culture.

Individuality



We value all our people equally and respect their individuality.

One team



We perform many different roles, but we are one team with one mission.

Empowerment



We empower our people to perform their role to the best of their ability.

Humanity



We lead with integrity and empathy.

Development



We invest in our people's development.

Expression



We support people to express their opinions freely and with confidence.

Openness



We are forward thinking, positive and open-minded.

OUR IMPACT



STUART FROM WESTBURY'S STORY

"They saved my life."

But it's not just my life they saved. It meant I could get married and we have our two beautiful daughters.

After collapsing at home in Westbury, they flew me to Southmead Hospital within 11 minutes. If we'd gone by road it would have taken over an hour to get there and it's unlikely I'd be telling you this story now.

WESTEK, MELKSHAM

"Choosing Wiltshire and Bath Air Ambulance Charity as our Charity of the Year has provided a focus for our fundraising and community work. Besides making a difference to such a vital local charity, our fundraising activities are great for fostering teamwork and having fun."

Wendy Dorkin, Westek – HR Manager



IAN BEST – VOLUNTEER

"For anyone who is considering volunteering, don't just think about it, get on and do it! What else could you do that will give you so much fun, take you places you may not go to otherwise and do your bit to keep the critical service flying, all at the same time?"

Ian Best, Volunteer since 2013



JOB DESCRIPTION

POST: Fundraising Assistant

BASED: At our state of the art airbase in Outmarsh, Semington, BA14 6JX, where our Charity team and crew work alongside each other

REPORTS TO: Head of Fundraising or Community Team Leader

SALARY: £25,000

HOURS: Full time, 37.5 hours per week

SUMMARY:

We are Wiltshire and Bath Air Ambulance Charity. We provide critical medical care by land and air, across our communities.

We're here when you need us most, but in the nicest possible way, we hope you won't.

We have two vacancies available. These are exciting roles supporting the income generation team in hitting our ambitious fundraising targets.

You will work across fundraising functions to make sure our community and corporate supporters are looked after appropriately and that all fundraising activities and events are effectively resourced.

You will help with communication with volunteers, assist with onboarding and record keeping, and provide practical support for community events, talks and presentations. Working closely with colleagues, the role contributes to ensuring volunteers feel informed and supported, resources are prepared and distributed, and the charity's presence and values are represented positively in the community.

You will learn a considerable amount about fundraising, volunteer support and charity communications, and be involved with planning fundraising activities and campaigns.



RESPONSIBILITIES:

- Support effective communication with volunteers, including sharing updates, responding to enquiries, and helping ensure volunteers feel informed and valued.
- Provide practical and logistical support for community fundraising events, talks, and presentations across the county, including preparation of materials and on-the-day assistance.
- Assisting with the planning and delivery of Wiltshire and Bath Air Ambulance Charity fundraising events as required.
- Work collaboratively with fundraising and wider Charity colleagues to prepare, distribute, and manage resources needed for fundraising activities.
- Assisting with static tins and collection buckets for events.
- Represent the Charity at cheque presentations and events as required, ensuring our supporters receive high levels of stewardship.
- Assisting with sending out fundraising merchandise including supporter packs, running vests, t-shirts etc.
- Supporting the team with data processing on the CRM database as needed.
- Stewardship of supporters - community, challenge events and individual supporters; updating CRM.
- Support the corporate fundraiser with the onboarding and stewardship of corporate partners.

RESPONSIBILITIES:

General

- Arranging and facilitating visits and cheque presentations.
- Answer the phone, dealing with callers in a manner which is helpful, caring and understanding, direct calls and take messages.
- Positively represent the Charity and assist where required at events organised by Wiltshire and Bath Air Ambulance Charity. This includes evening/weekend work for which time of in lieu will be given.
- Respect confidentiality of all information obtained whilst working for the Charity.
- Any other duties as may be required.

Standard Responsibilities for All Roles

- Champion equality, diversity and inclusion throughout the Charity.
- Promote and uphold the Charity's Mission, Vision and Values in all aspects of work.
- Keep up to date with sector trends and share best practices with colleagues.
- Work collaboratively with colleagues, volunteers supporters and partners to achieve the Charity's aims.
- Support fundraising, awareness and supporter engagement initiatives as appropriate to the role.
- Take responsibility for safeguarding and promoting the welfare of children, young people and adults at risk, reporting concerns in line with policy.
- Adhere to all Charity policies and procedures, ensuring updates are read and understood within required time frames.
- Take responsibility for your own learning and development, actively engaging in relevant training.
- Undertake additional duties as required by your manager to support the effective running of the Charity.

PERSON SPECIFICATION

We're looking for someone with a passion for learning and in turn you'll get brilliant experience across fundraising, while learning about the Charity sector and many of the key systems we use within it.

- Proactive, enthusiastic, and collaborative, with a 'can do/let's get this done' approach.
- Excellent written and verbal communication skills.
- Empathy and passion for the aims, objectives and activities of the Charity.
- Experience working in a Charity environment is an advantage.
- Excellent computer skills and experience using a wide range of computer packages, including Microsoft packages.
- Excellent interpersonal skills, ability to liaise with people at all levels, on the telephone, face-to-face and in writing.
- Ability to carry out thorough research to keep-up-to date with new fundraising opportunities.
- Demonstrable initiative and determination.
- Excellent attention to detail and accurate record keeping.
- Organised and methodical, with the ability to prioritise tasks and manage a busy workload.
- Willingness to learn new skills.
- Professional, reliable, and responsible.
- Ability to work outside office hours as required (with time off in lieu), particularly in the build up to events, on the days of events and in other busy periods.

BENEFITS:

We offer a generous package including 25 days annual leave plus bank holidays and your birthday off, Health Cash Plan, Group Life Assurance (3 x salary, conditional upon still being employed by the charity), Blue Light Card discounts, up to 6% employer pension contributions, ongoing development, free parking, and access to electric vehicle charging at our airbase.

BASE:

At our state-of-the-art airbase in Outmarsh, Semington, BA14 6JX, where our Charity team and crew work alongside each other.

TRAVEL:

Being able to drive and having use of your own car is ideal given the location of the airbase and lack of public transport options. HMRC mileage allowance will be paid when travelling on work-related business.

FACILITIES:

You will be supplied with equipment relevant to your role.

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

HOW TO APPLY

To apply please send us a copy of your CV and a covering letter of no more than two pages to: kellie.chandler@wbairambulance.org.uk.

Your cover letter should demonstrate why you are interested in applying for the role and what skills, experience and qualities you will bring.

For further information about the role please contact: sam.conway@wbairambulance.org.uk.

For further information about our charity, please visit our website wiltshirebathairambulance.org.uk/careers.

CLOSING DATE

Midnight **Wednesday 6 May**, with interviews taking place on **Wednesday 13 May**.