Administration Manager

Location: Perth Airport, Scone (Hybrid Working available)

Reports to: Director of Corporate Services

Hours: Full time — 37.5 hours

Salary: £34,000— £37,000

Benefits: Pension: 12% employer's & 5% employee's contribution (after 3 months' service)
Annual Leave: 36 days (incl. public holidays) + an extra day for your birthday (plus additional long service days)
Death in Service benefit: 3 times annual salary
Optional Private Medical Insurance plan and Cashplan
Employee Assistance Programme
Enhanced Maternity/Adoption/Paternity Pay
Access to Blue Light Card
Learning and Development opportunities
Hybrid Working

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.

We are seeking a proactive and organised individual to join our team as Administration Manager. As Manager of a small team of administration assistants, you will play a crucial role in coordinating administrative support across our Perth and Aberdeen offices, ensuring the smooth running of the organisation by providing support across several of the charity's functions including fundraising, finance, marketing and operations.

The ideal candidate will have proven experience in a similar office or administration management role, ideally within the charity sector. They will be proactive in building positive relationships across the charity and will be confident managing projects, budgets and external suppliers. They will have experience of using CRM systems in a fundraising context, be solutions-focused and have a strong commitment to our mission.

This role will be based from our headquarters at Perth Airport, and occasional travel to our Aberdeen base will be required. SCAA supports flexible and hybrid working arrangements—our current approach typically includes two office days per week for those working on a hybrid basis. The usual hours and days of work will be Monday to Friday, 9am—5pm.

SCAA
SCOTLAND'S CHARITY AIR AMBULANCE

Administration Manager

Scotland's Charity Air Ambulance

Our Ambition

No one in Scotland should die because help cannot get there in time.

Our Mission

To save lives through the urgency and quality of our response to time-critical emergencies.

Our Values

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

Our Vision

To provide a valued, sustainable, leading edge national air ambulance service that is integral to emergency services in Scotland.

Our Ethos

Fast, professional, responsible, innovative, visible.

SCAA
SCOTLAND'S CHARITY AIR AMBULANCE

Administration Manager

About the role

Role Purpose:

Ensure the delivery of an efficient and effective admin support function across the charity. Work closely with the Director of Corporate Services to ensure the department contributes to achieving the aims and objectives of the organisation.

Key Responsibilities:

- Manage the Admin Team in their support roles across the organisation including the fundraising function, focusing on enquiries, donation processing, donor thanking, supporting the bank reconciliation process (daily/weekly/monthly), lottery administration and general administration tasks.

- Maintain a regular oversight of admin processes, looking at ways to refine and develop efficiencies.

- Proactively engage with colleagues throughout the Charity to:

    - Understand the upcoming work priorities and the support required from the admin team

    - Plan work programmes in advance to ensure that the admin team can provide the necessary support

    - Highlight any issues where capacity may not be able to deal with demand and discuss with Project or campaign leads and your Line Manager

- Develop a schedule of daily, weekly monthly and annual tasks to be completed, including but not limited to the following functions:

    - Regular production of thank you letters for donors.

    - Processing donations, banking, petty cash payments and other transactions.

    - Managing incoming post and emails, ensuring processes are carried out in line with the organisation's policies and procedures.

    - Weekly banking of cheques and cash and managing and reconciling Petty Cash.

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SCOTLAND'S CHARITY AIR AMBULANCE

About the role

Key Responsibilities continued:

- Manage any contracts pertaining to the provision of IT support for the Charity, including co-ordination and improvement of SCAA's IT systems and equipment and the procurement and safe destruction of user IT equipment.

- Maintaining and organising charity offices including liaising with SCAA's Operations team to arrange repairs and log issues.

- Co-ordinate and proactively manage office volunteers to assist during peak periods.

- Oversee the charity's SharePoint site to ensure strong and robust file maintenance and support the wider management of data within the organisation.

- Maintain and manage the Admin Teams annual leave, absences, expenses and appraisals.

- Manage SCAA's paper filing system and co-ordination of annual archiving in line with the organisation's Data Protection Policy.

- Manage the organisation's desk and room booking system, dealing with any issues directly.

- Ensure the Charity maintains its PCI compliance status through the submission of all annual accreditation documentation including the upload of quarterly vulnerability scan and annual application.

- Oversee ordering of office supplies, merchandise order fulfilment and stock levels.

- Support with new staff on-boarding.

- Ensure a safe and healthy work environment for staff and volunteers in Perth office

- Take an active role in management of office facilities in Perth.

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SCOTLAND'S CHARITY AIR AMBULANCE

Administration Manager

General responsibilities

- Maintain and improve competencies through continuous professional development.

- Work collaboratively with staff across the charity and key partners.

- Work effectively and efficiently to administration, communication, health and safety protocols and policies to ensure that organisational systems and procedures are implemented.

- Abide by organisational policies, codes of conduct and practice as described in the Staff Handbook.

- Treat with confidentiality any personal, private, or sensitive information about individual organisations and or schemes or staff etc.

- Perform other associated duties as may arise, develop, or be assigned in line with the broad remit of the post.

- Be prepared to travel throughout Scotland and occasionally beyond to meet the needs of the business.

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SCOTLAND'S CHARITY AIR AMBULANCE

Administration Manager

About you

Essential

- Proven experience in administrative management or office management roles.

- Knowledge of how CRM systems operate.

- Strong understanding of data protection (GDPR), confidentiality and safeguarding requirements.

- Experience managing administrative systems, processes, and office infrastructure.

- Demonstrated ability to manage budgets, financial processes, and procurement.

- Experience supervising or line managing staff or volunteers.

- Familiarity with CRM databases, HR systems, and basic IT troubleshooting.

- Experience of working with external IT suppliers and managing contracts of this type.

- Excellent organisational and time management skills.

- Strong written and verbal communication.

- Ability to prioritise competing demands and meet deadlines.

- High level of accuracy and attention to detail.

- Confident user of Microsoft 365 (Teams, SharePoint, Outlook, Excel, Word).

- Strong problem-solving skills and initiative.

- Ability to manage sensitive information with discretion.

- Effective decision making and ability to work independently.

- Adaptable.

Please refer to the full job description and person specification for more details.

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Administration Manager

About you

Desirable:

- Experience working in a charity, nonprofit, or values driven organisation.

- Experience of providing administrative support to a team of active and busy fundraisers.

- Knowledge of the requirements to deliver PCI compliance.

- Health & Safety knowledge, including risk assessments or trained Fire/First Aid certification.

- Experience developing or improving administrative systems.

- Experience managing suppliers and contracts.

- Experience of Donorflex.

- Project management experience or relevant certification.

- Advanced Excel or database skills.

- Ability to deliver training to staff or volunteers on processes or systems.

- Hard working and goal orientated.

Please refer to the full job description and person specification for more details.

SCAA

SCOTLAND'S CHARITY AIR AMBULANCE

Administration Manager

Join us!

Application

To apply please email the following to **Susie Crocker** at Recruitment@scaa.org.uk

- your CV and covering letter— outlining your suitability for the role, your relevant experience, your motivations for applying and how you heard about this vacancy. We advise you to refer to the 'About You' section and use this to explain your suitability for the role.

- Equality, diversity and inclusion monitoring form (optional)

As an equal opportunities employer, SCAA is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join SCAA.

Application deadline is 5pm on Monday 16th March 2026.

Interviews

Interviews will take place at our base at Perth Airport in Scone during the week commencing the 30th March 2026.

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