



JOB DESCRIPTION

POST:	Administration Manager
LOCATION:	Perth Airport, Scone, Perthshire
REPORTS TO:	Director of Corporate Services
HOURS:	Full-time 37.5 hours per week (hybrid working but an expectation to spend a minimum of two days per week at the office)
SALARY:	

THE ORGANISATION

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.

Annually, SCAA responds to between 900- 1,000 incidents, delivering emergency relief of serious sickness and injury and assist the speed of recovery in time critical medical emergencies.

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.

VISION

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

MISSION

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

OUR ETHOS

Fast, professional, responsible, innovative, visible

VALUES

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

- Responsive, respectful and inclusive

POSITION

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.

PRIMARY ROLE

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.

- 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.
- 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.

ADDITIONAL RESPONSIBILITIES

- To comply with SCAA's policies and procedures
- To operate within the SCAA Health & Safety Policy
- To operate within the SCAA Data Privacy Policy
- To work within and promote policies in relation to equal opportunities and anti-discriminatory practices.
- To undertake any additional and appropriate functions as required.

Any additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with the 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.

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Educated to standard/higher grade or equivalent 	<ul style="list-style-type: none"> • Qualified to degree level or by experience
Experience & Knowledge	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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.

		<ul style="list-style-type: none"> • Ability to deliver training to staff or volunteers on processes or systems.
Skills & Competencies	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Hard working and goal orientated
Other	<ul style="list-style-type: none"> • Commitment to the mission, values, and ethics of the charity sector. • Flexible, proactive, and solution focused mindset. • Ability to build positive relationships with staff, volunteers, partners, and beneficiaries. • Reliable, professional, and approachable. 	<ul style="list-style-type: none"> • Interest in continuous improvement and organisational development. • Ability to remain calm under pressure and manage change effectively.