

## The Great North Air Ambulance Service

### Person Specification



**Job title:** Supporter Processing Assistant

**Department:** Supporter Services

	Essential	Desirable
Qualification/Education/ Training	<p>5 GCSE'S grade A-C including English and Maths or equivalent</p> <p>Clean driving license.</p>	<p>Business Administration Qualification</p> <p>Customer service training</p> <p>Bereavement/grief training</p>
Personal Characteristics/ Communication	<p>Emotionally intelligent with excellent communication skills that are easily adapted to suit the situation</p> <p>Friendly, calm manner and able to converse confidently with a wide range of stakeholders from Supporters to Trustees</p> <p>Self-motivated, with the ability to work alone, as part of a team or within a project group</p> <p>Confident, can-do positive attitude</p> <p>Willing to get involved and support wherever needed</p> <p>Strong desire to make a difference and passionate about the cause</p> <p>Enjoy detailed work and working to processes</p>	<p>Desire to progress and for self-development</p>
Skills/Knowledge	<p>Ability and confidence to communicate in person, via telephone, letter or digital mediums</p> <p>Ability to use social media</p> <p>Ability to navigate, update and interrogate a CRM database.</p>	<p>Understanding of not-for-profit sector.</p> <p>Knowledge of Microsoft Teams</p> <p>Experience working in project groups</p>

	<p>Accurate data entry skills</p> <p>Ability to work to deadlines in a fast-paced environment.</p> <p>Excellent computer skills including MS office</p> <p>Strong organisational skills and the ability to prioritise.</p> <p>Ability to undertake a wide range of tasks and excellent at multi-tasking.</p> <p>Ability to adapt to changing situations</p> <p>Able to work proactively and under own initiative</p>	<p>Experience of working in a continuous improvement environment</p> <p>Fundraising knowledge</p> <p>Using social media in an admin capacity</p>
Experience	<p>Prior experience in a busy office environment</p> <p>Prior experience in a customer facing role</p>	<p>Prior experience of working in a charity.</p> <p>Prior experience of fundraising/volunteering</p>