The Great North Air Ambulance Service

Person Specification

Job title: Fundraising Assistant

Department: Fundraising

	Essential	Desirable
Qualification/Education/ Training	A good standard of education, for example, 5 GCSE'S grade A-C including English and Maths or equivalent	Business Administration Qualification Customer service training Bereavement/grief training
Experience	Prior experience of working in a busy office environment Prior experience in a customer facing role	Prior experience of working in a charity Prior experience of fundraising/volunteering
Skills/Knowledge	Excellent communication skills that are easily adapted to suit the situation Supporter care skills Strong organisational skills, with the ability to simultaneously work effectively across a variety of activities and deadlines A strong team ethic, with the ability to work collaboratively with colleagues to define and achieve mutual goals Ability to navigate, update and interrogate a CRM database. Accurate data entry skills Ability to work to deadlines in a fast-paced environment. Excellent computer skills including MS office Ability to adapt to changing situations Able to work proactively and under own initiative	Understanding of not-for-profit sector. Knowledge of Microsoft Teams Experience of working in project groups Experience of working in a continuous improvement environment Fundraising knowledge Using social media in an admin capacity

	Ability to use social media	
Personal Characteristics	Highly personable Friendly, calm manner and able to converse confidently with a wide range of stakeholders from Supporters to Trustees Emotionally intelligent Enjoys a front facing role, engaging with the general public Self-motivated, with the ability to work alone, as part of a team or within a project group Confident, can-do positive attitude Willing to get involved and support wherever needed Strong desire to make a difference and passionate about the cause	Desire to progress and for self-development