

## **Application Pack for Volunteer Co-ordinator**

**Join Air Ambulance NI and be part of the charity that makes pre-hospital emergency care available to the people of Northern Ireland.**

Thank you for your interest in the Volunteer Co-ordinator position at Air Ambulance NI, based at our Lisburn office where the service operates.

## **Our Background**



The charity Air Ambulance Northern Ireland, in partnership with the Northern Ireland Ambulance Service, provides the Helicopter Emergency Medical Service for Northern Ireland. The service brings urgent medical assistance to anywhere in the province, operating seven days a week for 12 hours per day. It can get to anywhere in Northern Ireland in approximately twenty-five minutes. On average the service is needed on two occasions every day.

The HEMS team attend patients who are seriously ill or injured, bringing emergency pre-hospital care direct to the casualty.

**Air ambulances play a crucial role in saving lives, preventing brain injuries, and preserving limbs.**

Since the service commenced in July 2017, we have been tasked over 4,500 times, helping people like Barney Surgenor from Antrim.



While working on gutters Barry fell, receiving a serious head injury, thankfully after treatment at scene and transported to hospital Barney has made a full recovery. Barney's fiancé Pauline shares poignant memories from that day. Pauline said, *"It was a day I'll not forget in a hurry. I had been looking after the grandchildren when a phone call came through to say Barney had had an accident at work. Barney runs an outdoor services company and was cleaning guttering at the time. I got to scene as fast as I could, but the helicopter was already taking off with Barney on board to be transferred to the Royal Victoria Hospital."*

*The consultant told me that Barney was in a critical condition with a skull fracture from his forehead right to the base of his neck and had three bleeds on the brain. He was in hospital for 4 days though when he did get home, he was a different person. The bleeding to part of the brain had caused a change in his personality meaning that my usually chatty Barney was quiet and withdrawn. Thankfully, after a few weeks my Barney was back and incredibly in 6 weeks he was back to work!"*

### **Air Ambulance NI Structure**

Air Ambulance NI is governed by a voluntary board of Trustees who have a wealth of experience in the third sector, business, aviation, health, financial and legal governance. The Charity employs 12 staff and due to continued development of the charity we are delighted to be strengthening the team.

### **Current Position in the charity team**

We are recruiting a Volunteer Co-ordinator to provide manage, recruit, training and liaise with our volunteers.

This role is crucial in achieving our charity's fundraising goals by ensuring a great donor and supporter experience.

Air Ambulance values Respect, Integrity, Teamwork, and Accountability. We seek a team player who shares these values.

As a diverse employer, we promote equality and diversity among our workforce. Our goal is to represent all sections of society and ensure every employee feels respected and can perform their best.

Air Ambulance NI offers

- 25 days annual leave, with increments based on length of service
- 10 statutory holidays
- Fixed Christmas Closure
- Time Off In Lieu in compensation of additional hours worked
- Enhanced sick pay
- Enhanced maternity, paternity and adoption pay
- Provision of branded uniform/workwear
- 5% contributory pension scheme
- Work related professional membership fees
- Quarterly training and development opportunities
- Access to work van for business purposes

### **Application Process**

To apply for the role please submit your CV to [info@consulthr.co.uk](mailto:info@consulthr.co.uk)

**The closing date for applications is Thursday 29<sup>th</sup> May 2025 at 4.30 pm.**



## Who's Who in Air Ambulance NI

### Charity:



**Head of Operations & Finance:**  
Breige Mulholland



**Area Fundraising Manager:**  
Grace Williams



**Fundraising Assistant:**  
Sandi Murray



**Head of Fundraising:**  
Kerry Anderson



**Area Fundraising Manager:**  
Katrina Hughes



**Fundraising Coordinator:**  
Bebhionn Hardy



**Business Development & Project Manager:**  
Colleen Milligan



**Area Fundraising Manager:**  
Amy Henshaw



**Marketing Executive:**  
Charlotte Jamison



**Area Fundraising Manager:**  
Damien McAnespie



**Volunteer Coordinator:**  
Janice Crowe



**Marketing Executive:**  
Zara Stirling

## **JOB DESCRIPTION**

### **Volunteer Co-ordinator**

<b>JOB TITLE:</b>	Volunteer Co-ordinator
<b>HOURS:</b>	35 hours per week
<b>LOCATION:</b>	Air Ambulance NI, 94 Halftown Road, Lisburn, BT27 5RF

#### **JOB PURPOSE:**

Air Ambulance Northern Ireland is hiring a Volunteer Coordinator to manage volunteering for our charity and support fundraising. This office-based role, located near Lisburn, involves developing comprehensive knowledge of our organisational needs from volunteers. Volunteers are essential in helping Air Ambulance NI raise awareness and funds.

As a key member of a highly motivated and skilled team, you have a vital role in managing the area of fundraising volunteers to assist in the delivery of AANI's fundraising target. This will involve working closely with the Executive Team and Area Fundraising Managers to understand volunteer requirements for AANI. You will be the first point of contact for volunteers and will recruit, manage induction, training, support and supervision. You will lead regular communication to volunteers about the charity and of volunteering opportunities, as well as ensuring volunteers are correctly registered with AANI and adhere to the volunteer code of conduct. It is envisaged that this role will be office based with a need for flexibility with regard to working hours, as some evening and weekend work will be necessary.

#### **Responsibilities include:**

##### **Fundraising**

- To provide relevant advice and guidance to volunteer supporters as necessary
- To provide relevant assistance to fundraising as relevant to help achieve the fundraising income target

##### **Recruitment and retention of Volunteers**

- Recruit and select volunteers for Air Ambulance NI
- Deliver a comprehensive induction programme to new volunteers outlining their responsibilities and providing written details of their job role.
- Organise and deliver training for new and existing volunteers to ensure compliance with statutory and/or company policies and procedures including lone working, health and safety, safeguarding vulnerable adults and confidentiality.
- Ensure compliance with all relevant legislation and regulation in relation to volunteers.

### **SUPPORT AND DEVELOPMENT**

- Responsible for managing the Volunteer management database 'Volunteero'.
- Provide on-going coordination, support and supervision of volunteers.
- Develop and keep updated volunteer policies and procedures.
- Continually review and develop systems and processes for supporting the performance and development of volunteers.
- Investigate and report issues regarding volunteers.
- Develop and deliver the plan to encourage, motivate and support volunteers
- Develop and deliver the plan for volunteer recognition to celebrate the importance of volunteer contribution
- Monitor and evaluate volunteer activities and report as required
- Source additional training opportunities for volunteers from external organisations as appropriate

### **Communication and Relationships**

- Develop the internal and external communications plan for volunteers

- Organise and attend fundraising events to encourage, promote and attract new volunteers.
- Work in collaboration with other organisations including corporates to attract new volunteers.

### **Administration**

- Manage the Investing In Volunteer accreditation process.
- Manage the volunteer service including planning and prioritising workload such as all office administration systems, dealing with correspondence, word processing etc.
- Assist with AANI office administration as necessary
- Agree work priorities with line manager as appropriate

*This is a general outline of the Job Description and may be subject to change according to the needs of the service, in consultation with the post holder.*

### **Essential Criteria**

- A minimum of 5 GCSE's at Grade C / 4 or above, of which two must be English & Maths.
- Proficient in Microsoft office
- Working effectively as a member of a team.
- Excellent telephone, communication and interpersonal skills.
- Accuracy: can ensure data integrity and quality in relation to the fundraising database.
- Excellent organisational skills – ability to manage multiple tasks at any given time.
- Full driving license.

### **Desirable Criteria\***

- Experience in managing people
- Experience in working in a customer facing environment.
- Experience in maintaining and updating databases

***\*The organisation reserves the right to enhance the above criteria to facilitate short-listing.***

