

SERVING WALES.
SAVING LIVES.



Retail and Transport Operative

Join the *Wales Air Ambulance Team*



Elusen
Ambiwlans Awyr
CYMRU
WALES
Air Ambulance
Charity





About Wales Air Ambulance

Wales Air Ambulance delivers advanced lifesaving medical care to people across Wales, 24/7. We are the only air ambulance charity, based in, and dedicated to, the people of Wales and rely entirely on your charitable donations to raise £11.2 million every year to keep the helicopters in the air and rapid response vehicles on the road.

With a motto of “Serving Wales, Saving Lives” and a Royal Patron, His Royal Highness, The Prince of Wales, who himself has been an active HEMS (Helicopter Emergency Medical Services) pilot, we are absolutely committed to delivering the very best service we can for the people of Wales.

We have successfully grown our service over the last twenty three years from a single aircraft operating five days a week from a single base in South Wales to the four aircraft 24/7 service model that we have today.

We are on standby to attend those suffering a life or limb-threatening injury or illness, with some of the most advanced air ambulances and rapid response vehicles in the UK. Our Charity is delivered via a unique Third Sector and Public Sector Partnership. The Emergency Medical Retrieval and Transfer Service (EMRTS) supplies highly skilled NHS consultants and critical care practitioners who work on board our vehicles.

With bases across Wales, the highly skilled crew on board can carry out medical procedures which would usually only be available within a hospital setting. They can deliver blood transfusions, administer anaesthesia and undertake emergency operations at the scene of an incident, before taking the patient directly to specialist care. For the patient, this can mean hours saved in receiving the appropriate treatment when compared to standard care.

Our ambition knows no bounds and we strive to continually innovate – from leading the field with our clinical research and development to using robotics to automate our Lottery administration.

We are a proud employer of over 100 passionate employees who undertake a range of functions, all of which support our lifesaving work across Wales. We are equally proud of our volunteers who selflessly give us the gift of their time to help us in our work.

We are driven by our Values, which sit at the heart of everything that we do, and we are committed to doing the right things for our patients, their families and our supporters. Teamwork is very important to us and is vital to the delivery of our strategic ambitions. Our mantra is being greater than the sum of our parts – every single person makes a difference to our work.

Our Teams

- Fundraising
- Communications
- Retail and Transport
- Human Resources and Volunteering
- IT
- Finance
- Operations (Health and Safety, Facilities Management, Infrastructure)



Our Mission

To deliver lifesaving, advanced medical care to people across Wales, whenever and wherever they need it.

Our Vision

To improve the lives of patients and their families by being a world leader in advanced, time-critical care.

Our Values

Trustworthy

We act with uncompromising integrity in everything that we do

Passionate

We are heartfelt in our commitment to delivering the best possible outcomes for the people of Wales and believe in everything that we do and say

Ambitious

We look beyond the present to deliver future value.

Responsible

We care about doing the right thing and taking ownership for our actions and our results.

We offer the following Benefits

- 26 days annual leave, increasing based on time served plus Bank Holidays with the option to buy extra days
- Enhanced Family Friendly pay
- Enhanced Occupational Sick Pay after successful completion of a 6 month probation period
- Life Insurance
- Flexible working opportunities and hybrid working
- We pay up to 6% employer contribution rate on pensions
- Free and confidential Employee Assistance Programme, available 365 days a year
- Occupational Health services
- Annual employee conference
- A range of development and learning
- Full access to Healthcare Cashplan



"Each and every person at the Charity is working towards the same goal, to serve the people of Wales, and save lives. Everytime I see a Wales Air Ambulance helicopter or rapid response vehicle, I feel a huge sense of pride, knowing that I have played my part in ensuring that the medics and pilots can attend those who are facing life or limb threatening injuries. For me, it doesn't get much more important than that."

The Role

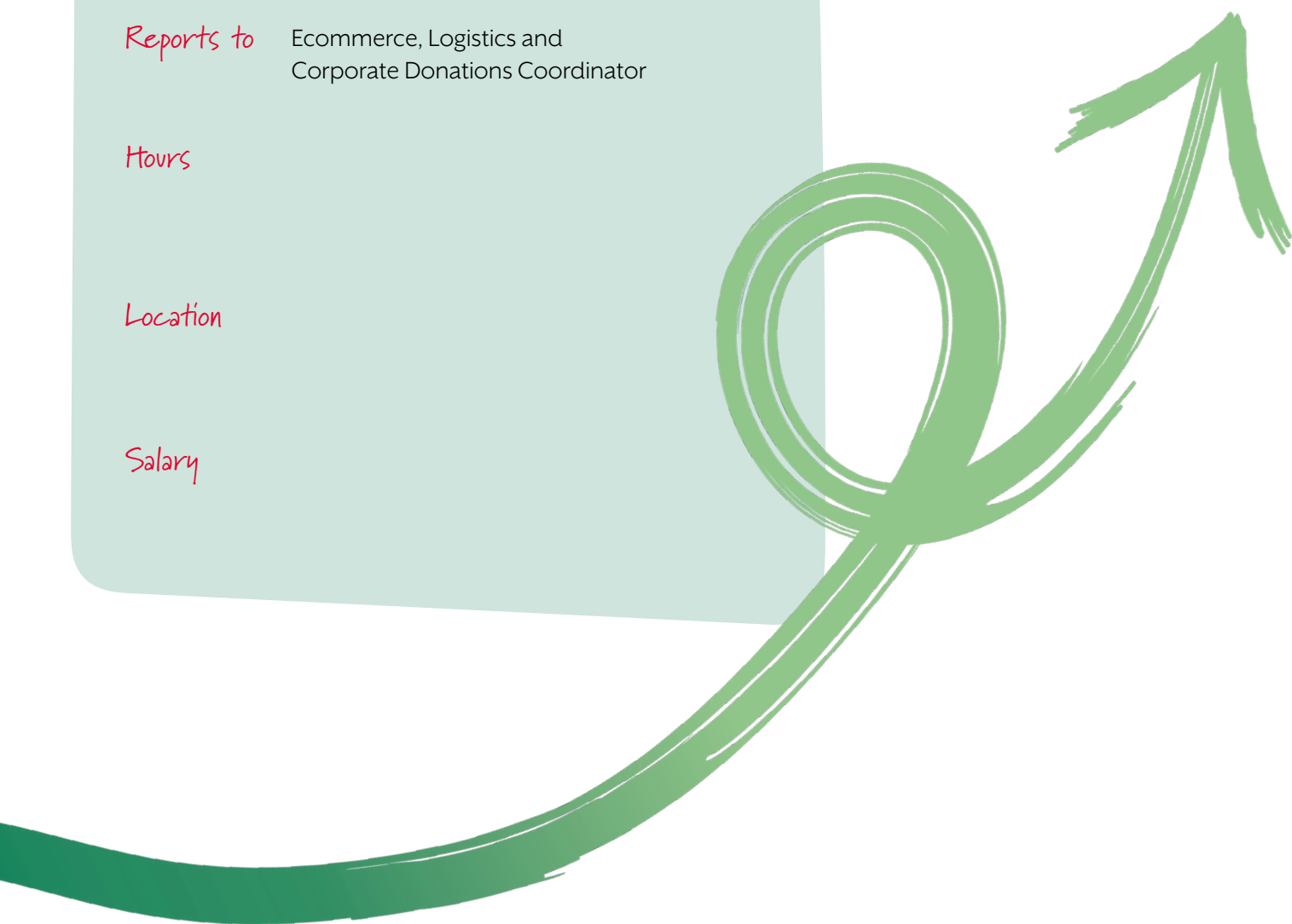
To effectively support the smooth running of our collection and delivery service for our charity shops and work alongside the Retail Team, to ensure the effective delivery of the Retail strategy.

Reports to Ecommerce, Logistics and
Corporate Donations Coordinator

Hours

Location

Salary





Main Duties and Responsibilities

Responsibilities will include but will not be restricted to:

- Efficiently collect and deliver donated stock as required, following Wales Air Ambulance Policy and Procedures.
- Ensure all customers and donors are treated in a polite and courteous manner at all times.
- Efficiently move stock around Wales Air Ambulance sites as required and to assist colleagues by placing goods within retail premises.
- Process donations of goods brought in to retail premises in line with Wales Air Ambulance processes and procedures.
- To undertake manual handling training and use approved lifting and handling equipment when required.
- To wear company-issued Personal Protective Equipment as required, including safety footwear, high visibility clothing and protective gloves.
- Promote the Charity and the retail proposition by carrying out leaflet drops as and when required.
- Ensure the safe use of the fleet distribution vehicles including regular checks and the reporting of any defects.
- Attend meetings and participate in weekly transport briefings.
- Carry out support jobs including shop support, fundraising tasks, postage, recycling and collection box retrieval.
- Ensure vehicles are kept in a clean and tidy condition at all times.
- Liaise with logistics team to ensure that stock distribution is managed efficiently.
- Efficiently carry out stock auditing duties.

Main Duties and Responsibilities continued

- Support the retail team in preparation for planned refit and refurbishment, for both new and existing sites.
- Actively promote Gift Aid, following the process of Gift Aid to increase income from donated stock.
- Provide shop floor support to retail staff to cover lunch breaks, peak hours or staff shortages.
- Handle cash transactions and operate the till system when required.
- PAT test electricals and quality control for distribution.
- Provide warehouse support when required, ensuring all policies and procedures are adhered to.
- Carry out other duties identified by the manager to achieve the overall objectives for the Charity.



Other Duties and Responsibilities

- Promote and uphold the Charity's Mission, Vision and Values in all aspects of work.
- Contribute to departmental evaluation reports on performance.
- Stay up to date on current related-industry trends and share best practice with colleagues.
- Carry out other duties identified by the manager to achieve the overall objectives of the service.
- To participate in or attend any training as required.
- Adhere to our health and safety policy and procedures, identify hazards and undertake appropriate risk assessments as required.
- Keep up to date with, and understand, legislative changes – particularly in relation to GDPR.
- To foster good working relationships with all the Charity's employees, volunteers, partners and stakeholders, treating all individuals with respect, courtesy and dignity.
- To be a good representative of the Charity and ensure positive relationships with customers and the local communities.
- Maintain confidentiality in all areas of work.
- Ensure that your conduct within and outside Charity does not conflict with organisational expectations.
- Actively support and promote the Charity and all its policies.



Person Specification

Experience Skills & Knowledge: Essential Criteria

Candidates must be able to demonstrate the following:

- Valid driving license.
- Excellent interpersonal and customer service skills.
- Excellent organisational skills and the ability to manage a variety of tasks.
- Ability to work to follow processes and work to deadlines.
- Ability to work as part of a team, providing support to colleagues and volunteers.
- Ability to work under pressure.
- Basic IT skills for data entry (including smartphone).
- Able to undertake regular manual handling activities including lifting, carrying, pushing and manoeuvring of furniture, stock and other donated goods.
- Able to meet the physical demands of the role, including prolonged periods of standing, walking and the handling of heavy or bulky items.

Desirable Criteria

- Experience of working in a transport, warehouse or distribution environment.
- A good understanding of Gift Aid regulations.
- Experience of working in the Charity sector.
- Welsh speaker.
- Sound geographical knowledge of Wales.
- Good map/orientation skills.
- Experience of satellite navigation use.
- Welsh speaker.

The Wales Air Ambulance Charity believes in a fairer future for all and strives to create an inclusive workforce. We respect and value diverse backgrounds, skills and perspectives within our teams, and believe it essential in order to deliver a world-class lifesaving service.

Our people and the communities that we serve are at the heart of everything we do and we are committed to making a more equitable, diverse and inclusive workforce.

We welcome applications from all candidates regardless of their sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity status.

As an all-Wales Charity, committed to helping others, we will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourage applications from these candidates. If you require any reasonable adjustments please contact PSR on 01242 691683. We guarantee to offer an interview to those who meet the minimum criteria, disability or not.

Rehabilitation of Offenders Act 1974

Under the above Act, most sentences awarded by a Court for criminal offences may be regarded as being spent and disregarded, for most purposes after a specific period of time and need not be disclosed. The Wales Air Ambulance Charity will not discriminate unfairly against applicants who declare a criminal conviction or other information.

We are flying into a fairer future, join us on that journey.

Data Protection

The information you provide in your application will be used by Wales Air Ambulance to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Wales Air Ambulance) and we will not share your data with any third parties for their marketing purposes.

Further information about how we protect and use your personal data is set out in our Job Application Privacy Notice available on www.walesairambulance.com.

