



London's
Air Ambulance
Charity



VACANCY INFORMATION PACK

FOLLOW US



Registered Charity (801013)



LONDON'S AIR AMBULANCE
PARAMEDIC

LONDON'S AIR AMBULANCE
DOCTOR

Advanced
Trauma
Team

G-



INTRODUCTION FROM THE CEO

Thank you for your interest in joining our team.

This is an exciting time to join London's Air Ambulance Charity as we enter the final stages of our biggest, most ambitious fundraising challenge in the charity's history, to raise an additional £15 million by September 2024 to replace our two helicopters - the Up Against Time appeal.

We are extremely proud of our service which delivers rapid response and cutting-edge clinical care to save lives in London. We have a reputation as a world leader of pre-hospital care, attending over 48,000 patients over the years, on average five per day. We also provide support to the capital in times of great need, such as major incidents including the Croydon and Paddington crashes, 7/7 bombings and the Westminster, London Bridge and Fishmongers' Hall attacks.

Whether you are interested in joining our charity team or clinical operations team, every member of our workforce has a vital role in providing London with our life-saving service.

We are committed to building an engaged, effective and inclusive work environment. We want our employees to reach their full potential and feel proud and happy to be here. We commit to being advocates and stewards of our core values which guide everything we do, and our behaviour framework helps to describe what it looks like when we are working and interacting in a way that delivers on our values.

As you consider joining the charity, I hope this information pack will provide you with the information you need to make your application.

Yours sincerely,

Jonathan Jenkins
Chief Executive Officer



WHAT WE DO

In 2022/23 we raised £16 million (consolidated income) from our supporters and partners. Whether a one-off donation or a gift in kind, every stream of income is vital to the ongoing sustainability, growth and development of the charity. We rely on this support to continue delivering our core service, using our helicopters and rapid response cars to treat an average of five patients each day. The support received also helps us fund our Physician Response Unit (PRU) and strategic projects, including the expansion of our helipad facilities and vital clinical research like the Red Cell and Plasma trial.

It costs approximately £15 million (consolidated costs) to provide London with an advanced trauma care service, 24 hours a day, seven days a week.

Our Up Against Time appeal was launched in October 2022 to raise money to replace our two helicopters. This is the most ambitious appeal the charity has seen in its 35 year history with the need to raise an additional £15 million by September 2024.

You can read our Annual Review documents [here](#) to understand more about our key achievements and milestones from the previous financial year.

BENEFITS OF WORKING FOR US

London's Air Ambulance Charity continues to develop a supportive and enabling environment that gets the best out of our people. We promote a culture of progression and professional advancement, offering a range of learning and development opportunities.

We offer a hybrid way of working and flexibility to self-organise on the principle that organisational needs take priority, followed by team needs and then individual requirements. We acknowledge the research that demonstrates home working facilitates the deep focus that some work requires. We also believe that it is important to spend time with each other to build and strengthen relationships on a social basis, as well as for work and learning and that culture is built on contact and collaboration that creates an enhanced sense of us being all in this together.

More information can be found [here](#).



WHO WE ARE

We aim to support a culture where our values are aligned with our behaviours and everyone, regardless of their role, and has a sense of belonging and knows they are making a valuable contribution to the organisation: saving more lives in London.

OUR VISION

To end preventable deaths in London from severe injury.

OUR MISSION

To save more lives in London through rapid response and cutting-edge care.

OUR VALUES

Compassionate

We care about people and put them at the heart of everything we do. We are kind, respectful and always keen to listen to feedback.

Courageous

We are prepared to achieve our mission in challenging environments. We are authentic, honest and not afraid to challenge and take calculated risks.

Pioneering

We embrace and lead change through our innovation and creativity. We are constantly learning, both from our successes and from our failures, to make sure we are always striving to improve.

OUR STRATEGY



Save time

Treating everyone who needs us, when and where they need us.



Better care

To improve patient care and to end preventable deaths.



Connecting with the people of London

To increase the number of charity givers in London who support our service.



Funding our ambitions

To ensure our financial security and sustainability to fund our organisational objectives.



Our culture

Continue to develop a supportive and enabling environment that gets the best out of our people.



EQUALITY, DIVERSITY AND INCLUSION

At London's Air Ambulance Charity we aspire to be representative of the communities we serve in London.

We acknowledge we're on a journey and we each need to contribute to make it an enriching, empowering and inclusive experience along the way.

Our values are "**Compassionate, Courageous and Pioneering**" and we each commit to being advocates and stewards of these at all times. We exemplify our behaviour framework and champion a culture of diversity and inclusion.

We understand that we each need to take responsibility for contributing to positive outcomes, to build a healthy culture; enabling London's Air Ambulance Charity to be one of the best places we'll ever work, and ultimately, better serve our patients.

BEHAVIOUR FRAMEWORK

London's Air Ambulance Charity is committed to continually improving how we work, how we learn and how we interact. Each of us needs to take responsibility for contributing to a healthy culture.

In mid-2022, we rolled out our behaviour framework. The behaviours help bring our values to life and describe what it looks like when we are working and interacting in a way that delivers these. We ask all staff to commit to being advocates and stewards of these behaviours, and encourage you to hold one another to account if we fall short.

More information on our behaviour framework can be found [here](#), within the 'values and behaviours' section.



CRM Project – Senior Integrations Officer

Contract: 12-month fixed term contract

Hours: Full time

Reports to: Senior Data Manager (Integrations)

Location: Hybrid – Mansell St E1 8AN

Team: Data Team

Salary: £35,000 - £40,000 (depending on experience) + benefits

Context

This is an exciting time to join London's Air Ambulance Charity. We have just reached our fundraising target to replace our two helicopters and are planning how we can capitalise on the remarkable success of our campaign. At the beginning of 2025 we will also be launching our new 15-year strategy which will set the direction for the service until our 50th anniversary.

The Data team will play a key role in delivering this strategy with a focus on the introduction of a new MS Dynamics CRM that can support and develop the organisation's needs. The data team's responsibilities will be extended to include a range of services to support a modern fundraising department. In May we launched our new CRM Dynamics 365 with small data sets in a staggered approach working team by team.

About the role

Following the launch of our new CRM, MS Dynamics, this role will help load accurate new and historic data. This role will lead the work on designing new processes for importing current and ongoing financial transactions from our trusted suppliers. This will involve working with fundraising colleagues, selecting the most appropriate technology, writing the documentation, training others as well as ensuring accurate and timely loading of the data once live.

Reporting to the Senior Data Manager and working closely with the Senior Data Officer, the key objective of the project will be to ensure that the fundraising team has access to accurate and up-to-date supporter information, enabling timely communications with donors and precise monthly financial reconciliations.

Key Responsibilities

- **Solution design and implementation:** work as part of the CRM project delivery team to ensure new processes for integrating data streams are created and implemented
- **Data Management:** Run regular ETL processes to maintain and enhance the Regular Giving model, ensuring integration between Tower and DDCMS databases
- **Financial Reconciliation:** Support the reconciliation of financial data with our finance database, ensuring accuracy and transparency
- **Data Quality Assurance:** Identify and report data quality issues from third-party suppliers, playing a key role in maintaining data integrity
- **Documentation:** Ensure all processes have accurate, up-to-date documentation, promoting best practices within the team

- **Data Manipulation & Reporting:** Use Excel and Access to manipulate data and generate reports, ensuring effective use of DDCMS and Tower
- **CRM Data Loading:** Load transactional data into the CRM using Kingsway Soft, ensuring seamless reconciliation with source data
- **Values Promotion:** Actively embody and promote the core values and behaviours of London's Air Ambulance, understanding our vision and mission
- **Compliance:** Ensure adherence to Health & Safety, GDPR, and internal policies, maintaining a culture of accountability.

The above list is not exclusive or exhaustive and the job holder may be required to undertake such other duties as may be required.

About the Person

You are a detail-oriented and self-motivated professional with proven experience in managing data imports and ETL processes. With strong data analysis skills and ideally experience of loading data into MS Dynamics, you understand how to transform data to support decision-making and ensure accurate financial reconciliations. Your attention to detail ensures data integrity and compliance with regulations such as GDPR and PECR.

A collaborative team player, you communicate effectively with stakeholders at all levels and contribute positively to team dynamics. You are organised, committed to best practices, and align with the values and mission of London's Air Ambulance Charity.

Essential Knowledge and Experience

- Experience with ETL tools (e.g., Kingsway Soft or Import-o-Matic)
- Proven experience managing data imports and transforming data effectively
- Proven ability to produce process notes and data flow diagrams
- Proficiency in CRM data import processes, with strong problem-solving skills for handling exceptions
- Knowledge of GDPR and PECR regulations.

Desirable Knowledge and Experience

- Familiarity with BACS and Gambling Commission regulations
- Experience working with MS Dynamics CRM or similar platforms in a nonprofit or fundraising environment
- Proficiency in using advanced ETL tools such as Kingsway Soft or Import-o-Matic
- Knowledge of SQL or other data querying languages to support data manipulation and reporting
- Experience in managing data reconciliation processes, particularly in a financial context
- Previous experience working in a charity, fundraising, or donor engagement environment.

Skills & Personal Attributes:

- Strong data analysis skills, with the ability to draw insights and inform decisions.
- Proficient in all MS Office applications
- Self-motivated, yet a collaborative team player who contributes positively to team dynamics
- Excellent organisational skills and attention to detail
- Strong attention to detail
- Strong communication skills to engage effectively with stakeholders at all levels



- A commitment to honesty, integrity, and promoting organisational values.

Equal Opportunities Policy

London's Air Ambulance Limited is committed to eliminating any discrimination and promoting diversity and equality of opportunity in all it does. It is therefore London's Air Ambulance Limited's commitment to provide equal opportunities in employment and we will not unlawfully discriminate against job applicants, employees of the Company, volunteers, workers or contract workers on the grounds of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation (unless, as in the case of pilots or fire crew physical fitness is essential to the performance).

How to Apply

To apply for this role please send a detailed CV with the completed Declaration and Supporting Statement form and Diversity Monitoring form to Recruitment@londonsairambulance.org.uk.

We ask that you submit your application as soon as possible as we reserve the right to close vacancies at any time, when we have received sufficient applications.

If you, or someone you know, requires this document in a different format please contact our recruitment team at Recruitment@londonsairambulance.org.uk

Unfortunately, we are unable to give feedback to candidates not shortlisted for interview. We do provide feedback upon request to candidates interviewed.

Who to contact

If you wish to have an informal discussion about this opportunity, please contact our Senior Recruitment Specialist, Nicola Kennedy on 07890 300837 or email n.kennedy@londonsairambulance.org.uk

Selection process and timetable

A fair and equitable interview process will be conducted to select the suitable candidate for this role, there will be a first stage, formal competency and values-based interview which will include a test by the candidate, successful candidates from this round may be invited to a second interview.

Deadline for applications:	21 October 2024
Shortlisting outcome:	24 October 2024
First Interview Date:	28 October 2024
Second interview Date:	4 November 2024



London's
Air Ambulance
Charity



FOLLOW US

Registered Charity (801013)