



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



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.



Deputy Head of Philanthropy (Trusts) – Maternity Cover

Contract: Fixed Term Contract (12 months)

Hours: Full time

Reports to: Head of Philanthropy and Partnerships

Location: Mansell St / Hybrid

Team: Philanthropy, Partnerships and Events (PPE) team

Direct reports: Prospect Research Manager, Senior Philanthropy Officer (Trusts), Philanthropy Officer (Trusts)

Pay range: £52,300 - £56,000 depending upon experience + benefits

Context

Having already raised £11.5 million for our Up Against Time Appeal, London's Air Ambulance Charity is currently in the final phase of our campaign to raise £15million by September 2024 to replace our two helicopters. With six months to go, the team are now looking at the opportunities presented by the new 15-year organisational strategy. Our Trusts team is playing a pivotal role in raising vital funds for this ambitious Appeal and our wider Business as Usual work, allowing the charity to reach the 10 million people who live, work and travel in London.

This 12-month maternity cover will be a fantastic opportunity for someone to set the tone for Trusts and Lead Gift fundraising in the first phase of our new ambitious strategy, helping to inform and build both the Trusts team and PPE team strategies, as well as lead our Prospect Research function. With a focus on leadership, programme management and improving systems, this post will ensure that the team is in a strong starting position as we look to the next 15 years of London's Air Ambulance Charity.

About the role

The Deputy Head of Philanthropy (Trusts) maternity cover will lead on and monitor the strategy during this time, build and strengthen the Trusts pipeline, develop the Trusts and Prospect Research teams, improve and streamline internal processes, influence effectively internally and respond to fundraising opportunities that arise.

The postholder will have in-depth sector knowledge and technical expertise of Trust fundraising, with demonstrable experience of shaping and fundraising for restricted projects. They will provide the programme with the stability and guidance needed to steer the Trusts and Prospect Research teams through the first year of a new strategy. They will also be LAAC's expert on Trust and Lead Gift (£500k+) fundraising during this time, developing and inspiring the team to be ambitious and results focused to ensure targets and objectives are met. The role is perfect for someone looking to invest in their leadership skills, whilst contributing to organisational transformation.



Key objectives

- Lead both the Trusts and Prospect Research programmes through a year of maternity cover, ensuring that each of these programmes are in a strong position on the return of the substantive postholder. This will include guiding the team through the transition from the Up Against Time Appeal to the new 15-year strategy; contributing to developing the PPE team and Trusts team strategies; building a new pipeline for new restricted projects; budgeting for the next financial year; and building quality internal processes.
- Support the development of direct line reports and full team through mentoring and guidance, so they are all able to meet personal career goals as well as add value to the team and wider organisation. This includes regular 1:1s, objective and PDP setting and appraisals.
- Personally supporting with Trust and Lead Gift (£500k+) relationships including supporting our CEO to engage key Ambassadors and Philanthropy influencers, stewarding our appeal donors, working on new proposals and approaches, and supporting the Head of Philanthropy and Partnerships to make the most of opportunities that arise.

Key responsibilities

- Work with the substantive postholder in the first few weeks to understand the priorities for the 12-month period of cover, helping to inform the team plan for the end of the Up Against Time Appeal and the first year of the organisational 15-year strategy
- Work with the Head of Philanthropy and Partnerships and fellow PPE team managers to inform and shape the PPE Strategy for the first 12 months, ensuring this is reflected in the Trusts and Prospect Research plans
- Lead the generation of income from trusts, foundations and statutory funding sources (£100k+). This includes initiating, cultivating rich, long-term relationships with trusts capable of giving transformational support to London's Air Ambulance.
- Lead restricted project funding strategy for the PPE team and inform the organisation's approach to restricted fundraising, working with the Finance, Clinical and Senior Leadership teams to ensure adequate governance, monitoring & evaluation and financial reporting for projects
- Work closely with the Prospect Research Manager and Trusts team to grow the current Trusts and Lead gift pipeline in line with the new 15-year strategy with a focus on restricted projects
- Work closely with Operational and Clinical Project Leads to design and develop high quality grant applications, ensuring alignment with organisational goals and communicating clear outputs, outcomes and impact
- Work closely with members of the Senior Leadership team, Trustee Board, and the charity's existing Senior Volunteers & supporters to map and build on their networks, mobilising introductions and asks
- Deliver a stewardship programme to provide donors with the highest level of care. This including donor development plans, written communications and formal impact reports, face to face meetings and a programme of special events and visits, working closely with colleagues across the organisation to deliver this
- To deputise for the Head of Philanthropy and Partnerships, supporting the leadership of the PPE team, championing cross team working and collaboration on major projects such as events, embedding a new CRM, the development of the 15-year strategy



General:

- To be an ambassador and advocate of London's Air Ambulance at external events and meetings and actively seek opportunities to promote and support our work.
- Actively promote the core values and behaviours of LAAC whilst working towards achieving the strategic objectives of the charity.
- Have a strong working knowledge of LAAC's vision, mission and impact.
- To comply with General Data Protection regulations, ensuring that information on supporters remains confidential.

Key Relationships:

- CEO and Directors Group
- Trustee Board
- Senior Volunteers
- Lead Operational staff
- Trusts and Lead Gift Portfolio
- Philanthropy, Partnerships and Events Team

Equal Opportunities, In addition to specific criteria laid out above, each applicant will be expected to demonstrate a basic understanding of the principles of equal opportunities in relation to the post. The degree of knowledge required will depend on the level and nature of the post in question.

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

Person Specification

The successful candidate will be an experienced and skilled Trust fundraiser, looking to further develop their leadership skills and take the next step in their career. You will need to be confident, ambitious and results-focussed, working closely with a developing but high-performing team to make the most out of every opportunity offered. You will possess outstanding oral and written communication and influencing skills, and will have the presence, gravitas and sensitivity to operate effectively at all levels.

Essential Knowledge and Experience

- Significant experience of securing funds from and maintaining relationships with trusts, grant-givers, family foundations or (U)HNWI at a strategic level (£100k+) for a minimum of 2 years
- Demonstrable experience of developing and monitoring income and expenditure budgets
- Demonstrable experience of pipeline building, monitoring and management
- Understanding of the Equality Act and good working practices in relation to Equality, Diversity and Inclusion

Desirable Knowledge and Experience

- Experience of line-management, in particular developing a team to deliver targets
- Prior experience of Microsoft Dynamics, Office 365 and SharePoint



- Experience of managing relationships with senior volunteers and maximising their networks
- Experience of working in a medical or STEM charity

Skills & Personal Attributes:

- An ability to build and manage excellent working relationships
- An ability to communicate persuasively with a variety of individuals / audiences (orally and in writing)
- A combination of personal sensitivity, creativity and tact that is needed when working with trusts, grant-givers and (U)HNWIs
- Strong organisational skills with the ability to prioritise plan and achieve goals
- A highly ambitious, proactive and motivational team leader
- A natural ability to be creative and problem solve, with a 'trial-and-adapt' approach
- A willingness to lead on and personally build best-practice processes that will support fundraising and projects
- IT literate and up to date working knowledge and application of GDPR
- Demonstrates honesty and integrity and promotes organisational values and behaviours
- Other
- Willingness to travel throughout London and work evenings as required (TOIL policy available for out of hours working).

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 organisation, 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 contact **Naomi Carruthers** at naomi@thetalentset.co.uk

Selection process

There will be two stage selection process which will include a competency and values-based interview and a presentation by the candidate.

<i>Deadline for applications:</i>	<i>Friday 7 June</i>
<i>Shortlisting outcome:</i>	<i>Monday 10 June</i>
<i>First Interview Date:</i>	<i>Thursday 13 June</i>
<i>Second interview Date:</i>	<i>Thursday 20 June</i>



London's
Air Ambulance
Charity



FOLLOW US

Registered Charity (801013)