



London's  
Air Ambulance  
Charity

# VACANCY INFORMATION PACK



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Registered Charity (801013)









# 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 move forward with our biggest, most ambitious fundraising challenge in the charity's history, to raise an additional £15 million by 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 43,000 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 2021/22 we raised almost £12.4 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 £10 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 33 year history with the need to raise an additional £15 million by 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.





## Emergency Response Driving Instructor

**Contract:** Permanent  
**Hours:** Full Time  
**Reports to:** Helipad Operations Manager  
**Location:** Hybrid – Royal London Hospital  
**Team:** Helipad Operations  
**Reports:** None  
**Salary:** C.£45,000 + benefits, including competitive pension.

### Context

London's Air Ambulance delivers an advanced trauma team to London's most critically injured patients. Using a helicopter from 08:00 to sunset, and rapid response cars at night or in adverse weather situations, London's Air Ambulance brings the hospital to the patient when time is critical. Our Physician Response Unit provides hospital care to patients in order to prevent attending hospital.

### About the role

Using the charity's marked vehicles, the role delivers high standard Emergency Response (Blue Light) training to our Advanced Trauma and Physicians Response Unit (PRU) team ensuring compliance with current legislation and National Guidelines. The post holder will deliver a four day driver training and assessment process to Paramedic and Emergency Ambulance Crews joining HEMS/LAA and deliver a three day refresher training/re-assessment process for existing staff. Students will be qualified drivers with the London Ambulance Service. You will be responsible for maintaining all relevant reports and training records.

You will be expected to keep up with the relevant legislation and have a willingness to study towards relevant teaching qualifications (if not already attained).

### Key responsibilities

- Delivering theoretical and practical driver development training to new staff in line with relevant legislation and LAAC policies.
- Assess learners, record results, provide feedback and guidance on performance, developing action plans as required
- Ensure that training is delivered in a safe and professional manner in accordance with relevant course materials and risk assessments.
- Conduct spot checks on drivers as required, during live operational activities (this may include weekend or night-time shifts)
- Provide basic driving assessments for non-operational staff/volunteers who drive in non-emergency conditions
- Conduct re-assessments/re-training as required following complaints or other events bringing an individual's driving performance to attention
- Conduct training for non-driving crew (doctors) in navigating to calls under emergency conditions
- 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.
- Comply with Health & Safety and GDPR legislation and relevant internal policies

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.





## About the Person

You will be an Approved Driving Instructor with a qualification in emergency driving and demonstrable experience of delivering Emergency Response (Blue Light) training to groups of individuals. You will be up to date with current relevant legislation with comprehensive knowledge of driving standards. You will be an excellent team player with strong communication skills.

## Essential Qualifications

- A Police, Ambulance or Fire Service driving instructor qualification. A "current" qualification would be preferable, not essential.
- Approved Driving Instructor (ADI)

## Desirable Qualifications

- Level 4 Certificate in Education and Training (L4CET)
- Level 3 Certificate in Assessing Vocational Achievement (L3CAVA)

## Essential Knowledge and Experience

- Experience of providing emergency driving instruction to emergency personnel
- Practical experience of operational car driving in emergency situations
- Comprehensive knowledge of "Roadcraft"
- Comprehensive knowledge of the "highway code"
- Understanding of the Equality Act and good working practices in relation to Equality, Diversity and Inclusion.

## Desirable Knowledge and Experience

- Experience of providing other forms of training (i.e. not driving training).
- General instructional/training/teaching qualification/s

## Skills & Personal Attributes:

- Strong attention to detail
- Clearly articulates information, both in verbal and written communication
- Ability to form and maintain excellent working relationships across professional and operational boundaries
- Passionate advocate of the vision, mission and values of LAA
- A demonstrable commitment to equity, diversity and inclusion
- Demonstrates honesty and integrity and promotes organisational values and behaviours
- Proficient in use of all MS Office applications.

## Other

- A full clean UK drivers licence
- Some evening and weekend work will be required

- Successful candidates will be required to conduct a DBS check or subscribe to the DBS checking service.

## 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](mailto: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](mailto: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](mailto: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, successful candidates from this round will be invited to a second interview.

<b><i>Deadline for applications:</i></b>	<i>29 Jan 2024</i>
<b><i>Shortlisting outcome:</i></b>	<i>30 Jan 2024</i>
<b><i>First Interview Date:</i></b>	<i>6 Feb 2024</i>
<b><i>Second interview Date:</i></b>	<i>TBC</i>





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