



London's
Air Ambulance
Charity



VACANCY INFORMATION PACK

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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 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.



Head of IT

Contract: Permanent

Hours: Full Time

Reports to: Director of Finance, IT and Facilities

Key relationships: Consultant CTO, third party Managed Service Provider (MSP)

Office location: Mansell Street, Aldgate and the Royal London Hospital, Whitechapel

Direct reports: None

Salary: £55,000 - £60,000 depending on experience + benefits

Context

London's Air Ambulance treats patients who experience critical injury in the capital and support them and their families on a road to recovery. This is only possible through close collaboration between London's Air Ambulance Charity, the London Ambulance Service (LAS), Barts Health NHS Trust (Barts), London's Major Trauma Centres and the wider Major Trauma Networks, to deliver ground-breaking care and save lives.

To deliver this service the Charity is split across two locations, with offices in Mansell St and in the Royal London Hospital.

The Charity has grown significantly in size and complexity over the last few years and we are now seeking a Head of IT to lead the technical delivery in support of our IT strategy, manage our Managed Service Provider (MSP), take responsibility for cyber security and training and, alongside project teams, support the implementation of new technology to the service.

About the role

The Head of IT will report to the Director of Finance, IT and Facilities to develop and deliver our IT strategy. They will work closely with the charity's external consultant CTO.

The role will take ownership and responsibility for delivering an excellent day to day IT service, maintaining and developing the charity's assets and systems, and sourcing and managing appropriately skilled resources where required.

They will also work closely with project teams on technical development and integration of systems.

Key Responsibilities

Leadership and strategic support

- Work with the Director of Finance, IT and Facilities to provide IT leadership, knowledge and support to the Directors' Group
- Work with the external CTO to propose and deliver appropriate improvements to all aspects of the IT environment including architecture, hardware, software and

procedures to ensure that the charity embraces the most appropriate technology for its needs

Support for users

- Day to day management of the charity's MSP to ensure excellent service delivery to users, consistent agreed policies and SLAs, and value for money for the charity
- Provide occasional first and second-line support and trouble-shooting to users
- Provide support, resources and expertise across the charity to support users to work efficiently and effectively with the IT tools at their disposal

Charity infrastructure

- Work with the external CTO to coordinate IT activities to ensure appropriate infrastructure and the availability of network services

Asset management

- Responsible for asset procurement and management across the charity, including laptops, PCs, mobiles and conferencing equipment
- Provide remote management of devices for the charity (e.g. charity phones)

Cyber security

- Lead on the training and awareness of users, including regular phishing simulations and resulting actions.
- Support the external CTO with annual penetration testing of the charity's systems
- Support the external CTO to provide best practice IT security policies, processes and infrastructure

Third party supplier management

- Own and manage third-party supplier and support contracts

IT policies and processes

- Develop and update key IT and security policies and procedures relevant to the charity and its activity

Risk management

- Evaluate and monitor IT risk for the charity
- Ensure maintenance of the charity's IT disaster recovery plans

IT Budget

- Prepare the charity's annual IT budget and regular reforecasts



- Work with the Director of Finance, IT and Facilities to manage the IT budget across the year
- Plan for future capital expenditure and cash flow management for IT spend

Project support

- Work with project teams across the charity, Barts and LAS to provide IT support for the rollout of technology initiatives

Other

- 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 willing to be hands on in this role with strong communication and stakeholder engagement skills. You will enjoy problem solving and be the go-to person in the team integrating with the charity and operations teams.

Essential Knowledge and Experience

- Knowledge of IT infrastructure, specifications, networks and systems
- Knowledge of IT security and best practice cyber security frameworks
- Knowledge of Microsoft Azure and MS 365 Enterprise administration
- Knowledge of Power Apps
- Experience of working with or managing an MSP
- Experience of ownership and accountability for an expenditure budget
- Ability to explain complex technical needs/implications/requirements in simple terms to non-technical staff

Desirable Knowledge and Experience

- Knowledge or experience of the charity sector

- Knowledge of the regulatory environment and the core components of effective operational service delivery in the public sector/charity setting.
- Understanding of SQL, MS SQL Server
- Experience of Microsoft Dynamics
- Experience of formulating and implementing business continuity and disaster recovery plans
- Experience of MS tools such as Power Apps
- Experience of running training sessions on IT for users

Skills & Personal Attributes

- Excellent attention to detail with a problem-solving and analytical mindset
- Ability to work to strict deadlines and timescale
- Diplomatic with good influencing skills, able to form effective working relationships with employees across the charity
- Demonstrates honesty and integrity and promotes organisational values and behaviours
- Proficient in use of all MS Office applications.

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 may include a presentation by the candidate, successful candidates from this round will be invited to a second interview.

<i>Deadline for applications:</i>	<i>19 May 2024</i>
<i>Shortlisting outcome:</i>	<i>23 May 2024</i>
<i>First Interview Date:</i>	<i>30/31 May 2024</i>
<i>Second interview Date:</i>	<i>5 June 2024</i>



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