



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

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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.



HR Officer

Contract: Permanent
Hours: Full time
Reports to: Senior People Partner
Location: Hybrid / Mansell St, London
Team: People Team
Reports: None
Pay range: Officer
Salary: £35000 + benefits

Context

For 35 years, we have been at the forefront of saving the lives of those in London severely impacted by trauma.

Working in close collaboration with our service partners, Barts Health NHS Trust and the London Ambulance Service, we provide advanced trauma response and care 24 hours a day 365 days a year to those living, working and visiting London. We use helicopters during flyable daylight hours and a fleet of rapid response cars at other times.

The last five years have seen transformational growth in all aspects of the Charity, particularly in the enhancement of frontline operations.

Despite the major changes in the external environment, we have an ambitious strategy to improve our service even further, and to ensure we attend and treat all preventable deaths. This is coupled with us replacing our two-helicopter fleet in the Autumn of 2024 and all the implications this will entail in terms of a change management process.

Underpinning the service are the People team, led by the Director of People comprising of two Senior People Partners and one HR Officer. The team work together to deliver the People strategy which aligns with the wider business strategy and aims to foster a high-performance, positive and inclusive culture.

About the role

This role will support the People team to deliver the People strategy, building organisation and people capability. You will provide comprehensive administration support and high quality first line HR advice and guidance to stakeholders across the charity.

You will take ownership for administrative processes and the day to day running of the HR service, designing and improving our ways of working. You will help shape and deliver effective people initiatives to ensure a positive and inclusive working culture, driving EDIB as a key priority.

We're looking for a change maker and creative thinker to deliver a first-class service across the full employee lifecycle including recruitment, onboarding, induction, L&D and performance

management. The post holder will use their employment legislation knowledge to support with policy development and implementation.

Key responsibilities

- Lead on all HR related administration to ensure an effective and compliant HR service, including the maintenance of employee records, the HRIS and conducting payroll administration
- Contribute to the development of HR policies, processes and guidelines with a focus on delivering our EDIB commitments. This will include keeping abreast of changes in legislation by attending HR seminars and law updates
- Provide first line advice, guidance and support on matters relating to recruitment, onboarding, learning, development, performance and absence management
- Oversee all stages of the recruitment process, from planning and advertising to selection and job offer with an emphasis on managing stakeholders, EDIB and enhancing the candidate experience
- Lead on and develop processes for onboarding, induction and off-boarding generating offer letters and employment contracts that set a friendly welcoming tone for new recruits
- Coordinate training and development programs identifying development needs
- Deliver recruitment and selection training to recruiting managers
- Contribute to the collection of key HR data which can be utilised to provide senior management / board reports, and which will inform improved ways of working
- Support with the administration of staff led forums including the EDIB and Wellness Groups
- Continuously measure, monitor and review own work and that of the team to identify areas for improvement
- Support with HR related projects
- Champion and exemplify compassionate leadership and LAA values and behaviours embedding these within the organisation through People and management processes
- Commit to continuing professional development in your own work area
- Actively promote the core values and behaviours of Lonon's Air Ambulance Charity whilst working towards achieving the strategic objectives of the charity.
- Have a strong working knowledge of Lonon's Air Ambulance Charity's vision, mission and impact.
- Comply with Health & Safety and GDPR legislation and relevant internal policies.

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 have the ability to form good working relationships, you will thrive as an integral member of our team and have bags of common sense with a pro-active, can-do positive attitude.

Knowledge and Experience

- CIPD level 5, or equivalent proven experience
- Up-to-date knowledge and application of UK Employment Law and best practice
- Experience of working in a HR environment giving first level HR advice
- Experience of working with an HRIS, including data management and reporting
- Understanding of good working practices in relation to Equality, Diversity and Inclusion.

Skills & Personal Attributes:

- Excellent organisational and time management skills with the ability to prioritise work efficiently to meet deadlines
- Excellent standard of written English, sufficient to draft letters, contractual documents, guidance and correspondence
- Strong attention to detail and ability to maintain speed and accuracy when dealing with high volumes of detail
- Ability to form and maintain excellent working relationships at various levels
- Excellent communication skills and a collaborative approach to teamwork
- Anticipates and adapts flexibly to changing requirements
- 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. Some of our roles, including Pilots and Fire Crew do require physical fitness which may factor into our recruitment process.

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 skills test by the candidate, successful candidates from this round will be invited to a second interview.

<i>Deadline for applications:</i>	<i>17 September 2024</i>
<i>Shortlisting outcome:</i>	<i>19 September 2024</i>
<i>First Interview Date:</i>	<i>26 September 2024</i>
<i>Second interview Date:</i>	<i>TBC</i>



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