



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. We have recently replaced our fleet of helicopters and are now focused on serving the 10 million people who visit, live and work in London for years to come.

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

A red helicopter with yellow and green stripes on its side is flying in the sky. Below it, a cityscape with a river and buildings is visible. The background of the entire page is a solid red color.

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.

In September 2024 we successfully concluded our Up Against Time appeal - raising £16 million to replace our two helicopters. Thanks to the support of London, our new fleet is now operational and flying our crew to the patients' side.

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.



London's
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The Institute
of Pre-Hospital
Care

Institute Coordinator

Contract: Permanent

Hours: Full time

Reports to: Degree Courses Officer

Location: Hybrid working – Royal London Hospital / Mansell St / Home

Team: Institute

Salary: £28,000 - £31,000 depending on experience + benefits

Context

For more than thirty years, London's Air Ambulance Charity has been a leader in the development and practice of pre-hospital care in the U.K. and abroad. It has influenced clinical guidelines, governance standards, and the practice of air ambulances in the U.K, Europe and Australia.

The Institute of Pre-Hospital Care delivers first-class, world-renowned training as a department of London's Air Ambulance charity. Founded in 2013, its mission is to drive excellence in pre-hospital care standards and practice through education, innovation and research. The Institute of Pre-Hospital Care is the education and training arm of the charity and delivers education not only to the clinical teams of the HEMS and PRU teams, but to many other clinicians working in a pre-hospital context outside of LAA.

About the role

It's an exciting time to join The Institute of Pre-Hospital Care, the dedicated team work collaboratively with a range of stakeholders to deliver clinical and degree course programmes over a variety of subjects and faculties.

We are seeking to appoint an Institute Coordinator to support and coordinate the activities of our Degree programmes within The Institute of Pre-Hospital Care. The Institute Coordinator will work closely with our clinical and operational teams from both the HEMS and PRU services along with our university colleagues and degrees faculty.

Reporting to the Institute's Degree Courses Officer, the post supports the delivery of the Degree course programmes. The post holder will be an integral part of the team working closely with other members.

Key responsibilities

- To be responsible for the coordination and delivery of an efficient administration service for the Degree courses
- To create, develop and implement robust administrative processes for all aspects of the Degree courses
- To regularly monitor the effectiveness of administrative processes to seek opportunities to make improvements
- To facilitate the effective running of the Degree courses by responding to and triaging enquiries, management of generic inbox, formatting and preparation of documents / presentations
- Ensure the smooth running of the Degree courses by assisting in person with the administration and execution of events, conferences and courses, including room bookings, meetings, diary and calendar management



- Liaising with partner departments in matters such as information and documentation distribution, on-the-day support and attendance monitoring
- To be responsible for the dissemination of advertising and marketing materials for our degree programmes
- Production of meeting agendas and minutes of key meetings
- Responsible for the currency, accuracy and usefulness of the Institute website and social media
- Provide timely and accurate advice and guidance on relevant courses to existing and prospective students
- Support with developing reports and support in the production of presentation material for internal and external use
- Maintain relationships with a broad range of stakeholders
- To be responsible for the Institute merchandise stock, deliveries and currency
- To support partners in securing access passes, honorary contracts, and background resources to enable Degree teams to work smoothly within the delivery sites
- Actively promote the core values and behaviours of LAAC whilst working towards achieving the strategic objectives of the charity
- Comply with Health & Safety and GDPR legislation and relevant internal policies.

Key Relationships

- Head of Institute Delivery
- Clinical / Degree Course Officers
- Wider LAA charity team, including fundraising and corporate teams
- Queen Mary University of London and Barts and the London School of Medicine and Dentistry teams (degree programmes)
- Barts Health Trust colleagues, London Ambulance Service colleagues and other emergency service teams we work with.

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

About the Person

The post holder will be an enthusiastic and dynamic team player with significant experience in events, education or a medical environment. You will bring a can-do attitude with fresh ideas and a keen interest in supporting the delivery of high-quality Degree training and education courses.

Desirable Qualifications

- NVQ administration and/or significant experience of working in a similar environment at a similar level.

Essential Knowledge and Experience

- Significant experience of managing high-level administration
- Experience of providing support to senior leaders and managing relationships between senior professionals
- Demonstrated experience of coordinating activities in complex and challenging environments
- Experience of setting up and implementing relevant internal processes and procedures
- Experience of drafting minutes and meeting agenda items
- Understanding of the Equality Act and good working practices in relation to Equality, Diversity and Inclusion.

Desirable Knowledge and Experience

- Experience of education/training administration processes
- Experience of producing reports and presentations
- Experience of working in an academic and/or clinical environment.

Skills & Personal Attributes:

- Strong organisational and administrative skills
- Ability to exercise good judgement, maintain discretion and use initiative
- Excellent communication skills
- Works well with others, is positive and helpful
- Ability to work independently and as part of a team
- Excellent attention to detail and proven problem-solving capability
- Demonstrates honesty and integrity and promotes organisational values and behaviours
- Excellent IT skills, including an up-to-date and comprehensive knowledge of Microsoft Office, and the willingness to learn new IT platforms and skills.



Other

- A flexible approach to work, some weekend work and extended working days (early start / late end) will be required which will be given as time in lieu
- A good level of physical fitness would be an advantage as the role will require the moving and setting up of training equipment.

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 Form and Supporting Statement 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

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 may be invited to a second interview.

Deadline for applications:	Thursday 16th January
Shortlisting outcome:	Friday 24th January
First Interview Date:	Friday 31st January OR Monday 3rd February
Second interview Date:	Friday 7th February



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