



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.



Supporter Care Coordinator

Contract: Permanent

Hours: Full time

Reports to: Supporter Care Manager

Location: Hybrid working - Mansell Street, E1 8AN /

Member of: Direct Marketing and Supporter Engagement

Salary: £26K – 28K + benefits

Context

Our vision is to end preventable deaths from trauma in the capital. To deliver this vision the Fundraising and Marketing team needs to deliver ambitious income targets – we have £10million in annual operating costs per year, and by 2024 we need to raise an additional £15 million to replace the helicopter fleet.

It's an exciting time at the Charity – we are implementing a new CRM system (Microsoft Dynamics) in early 2024, which will fundamentally change the way we deliver our supporter experience.

If you are passionate about delivering excellent supporter care and being part of a customer focused team, then this is the role for you!

About the role

The Supporter Care Coordinator is responsible for working across the fundraising and marketing directorate to support the Supporter Experience team in delivering all aspects of supporter engagement, stewardship and fundraising compliance, by delivering excellent customer service across and being a first point of contact for fundraising enquiries for London's Air Ambulance Charity. In addition to this the Supporter Care Coordinator will assist in the fulfilment of multi-channel fundraising and stewardship campaigns, including the promotion of legacies both internally and externally.

The role will be crucial in strengthening relationships with supporters in alignment with London's Air Ambulance Charity's Engagement Strategy. This will ensure growth and sustainability over the next five years and beyond.

Key responsibilities

- Responsible for supporter enquiries delivering a high standard of customer service and satisfaction over the phone, email and letter.
- Maintain and update databases as required.
- Support the Supporter Experience team with a cross directorate Hub, ensuring all communications are aligned to the supporter engagement strategy, and with consistent procedures in place.
- Update and maintain a living document forming a supporter care manual with FAQs from all areas of the fundraising teams.

- Maintain a log of all complaints and feedback from all fundraising teams, resolving them to supporters' satisfaction and assisting the Supporter Care officer and manager to report on any trends.
- Responsible for informing all lottery and raffle winners of their prize and arranging payment with the Data and Finance teams.
- Comply with General Data Protection and Fundraising regulations, ensuring that information on supporters remains confidential.
- To continue to develop our Supporter Care guidelines and implement best practice.
- Compliance, ensure that changes are implemented, and that we are always working in the most effective and compliant way.
- To act as the voice of the Charity when speaking to supporters via phone, email or by letter.
- To request and supervise volunteers as required to support the Supporter Experience team. Assist with general administration as necessary.
- Uphold the values of London's Air Ambulance Charity
- Promote equality and reduce inequalities
- 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

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.



About the Person

We are looking for a confident communicator who enjoys providing excellent customer service with advanced administrative skills. You will be comfortable maintaining IT systems and databases and have a warm and personable approach to customer care. You should also be a team player who is able to remain calm under pressure and provide a consistent level of service at all times.

Essential Knowledge and Experience:

- Demonstrable experience of delivering outstanding supporter care / customer service within a similar role
- Experience of using IT systems and databases
- Experience of working on own and working across various teams.

Desirable Knowledge and Experience:

- Experience of handling customer services / supporter care phone calls
- Experience of working with external stakeholders and suppliers
- Understanding of the Equality Act and good working practices in relation to Equality, Diversity and Inclusion.

Skills & Personal Attributes:

- Confident communicator to handle incoming supporter enquiries received via the Supporter Care phone line, email account and by mail, with a caring and professional attitude
- Ability to handle supporter concerns, complaints and difficult conversations effectively
- Strong written and verbal communication skills with the ability to tailor the message to fit the needs of specific audiences.
- A strong team player with a commitment to continuous improvement and establishing best practice.
- The ability to work independently and show initiative in the role.
- Strong organisational skills with the ability to prioritise plan and achieve goals.
- Drive, enthusiasm and determination to deliver ambitious targets.
- Ability to work well under pressure, ensuring SLAs and deadlines are met.
- 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

How to Apply

To apply for this role please send a detailed CV with the completed supporting statement, declaration and diversity monitoring forms 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.

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



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