



**Devon Air
Ambulance**

Candidate Vacancy Pack



Welcome

Thank you for considering Devon Air Ambulance (DAA) for your new role. The following pages provide a snapshot of our organisation, helping you to understand more about our work, as well as what you can expect from the application process.

At DAA, our shared values play a vital role in shaping our culture. As a crucial, charitable healthcare provider for Devon and beyond, we pride ourselves on taking the initiative, leading the way among our colleagues and peers, and working together to achieve our best for the communities we serve.

With so many broad and varied roles available, you have the opportunity to make a tangible difference to the way that we work, affecting change that will impact people's lives for the better - today, and into the future.

Good luck with your application,

Greg Allen
CEO

Who are we?

As a successful regional charity in the healthcare sector, we have been fortunate to experience steady growth and operational development, all of which has been made possible by our retail, fundraising and further support teams who keep us flying.

Holding our own Air Operator's Certificate and being registered with the Care Quality Commission (CQC) as an Independent Healthcare Provider, we directly employ our aviation and clinical staff. This provides us with full control over the continuing development of our service, which is vital to ensure that we meet the needs of the people of Devon.



In 2022 we were rated as 'Outstanding' in our first CQC inspection since becoming clinically independent.



our Fleet

We own two emergency air ambulance helicopters: an Airbus EC-135, based at our Eaglescott airbase in North Devon, and a larger H-145 helicopter, based at Exeter Airport. In addition, we also respond to patients using our rapid response Critical Care Cars.

Introduced to our fleet in 2020, these vehicles are fully equipped with the same life-saving equipment found on our helicopters and are invaluable when our helicopters are unable to fly due to poor weather or scheduled maintenance, or when we need to reach a patient in a heavily built-up area, such as a city centre.



ON A MISSION

As demand for our service continues to rise, here are some of the top-line statistics that illustrate our year in numbers.



2,459
total missions
air & land



1,254
helicopter
missions



1,104
critical care car
missions



1,252
trauma
incidents



442
night
missions



1,187
medical
incidents



101
volunteer responder
missions

busiest
day of the week



busiest
month of the year



In 2024
we assisted

855
adults

381
70+

164
children



our *Values*

Our values set out the qualities and behaviours we aspire to as an organisation, and they underpin everything that we do.

We take the initiative

Because it matters that we come to work with a sense of drive, purpose and curiosity.

We lead the way

Because exploring the future inspires us.

We achieve our best together

Because our commitment to teamwork, diversity and inclusion enables us to build strong networks and achieve more for our community.

Ways of working

The ways of working for many DAA staff have evolved significantly over the past couple of years, and we operate hybrid working for our office staff, with the flexibility to work a combination of at-home and on-site days.

The support teams across all our functions - Facilities, Finance, People, IT & Digital, Communications & Marketing, Fundraising, Retail, Flight Operations, and Clinical Operations - work together and collaborate in our office in Pinhoe, Exeter.





100%

of our retail team who completed the 2024 Best Companies survey said they were 'proud to work for Devon Air Ambulance'

Staff and Volunteers
Donation notice



Benefits

We care about our staff. Your skills help keep our service responding and serving local communities, so a happy and healthy workforce is fundamental to achieving our aims.

We understand that staff have different needs and responsibilities outside of the workplace and we offer a variety of different benefits and policies to support you, including:

- Occupational sick pay
- Increased annual leave allowances with length of service
- Enhanced family leave
- 6% employer contribution pension scheme
- Access to proportion of salary in advance
- Eligibility for a Blue Light card



Wellbeing

Your health and wellbeing are of paramount importance to us.

Ensuring good health and wellbeing is crucial for keeping staff engaged and supporting them in their roles at Devon Air Ambulance.

There may be times when you need advice and support, and we have several initiatives available to assist you. Our one-to-one process also places a strong emphasis on your health and wellbeing.

Wellbeing Page

Our staff wellbeing page features various resources and signposts relating to mental health and wellbeing, as well as contact details for our Wellbeing Ambassadors.

Wellbeing Ambassadors

Trained in mental health first aid, Ambassadors support colleagues, provide signposting, and help improve awareness of health and wellbeing schemes across the charity.

Employee Assistance Programme

All staff have access to a free Employee Assistance Programme which provides 24/7 access to counselling, legal support, financial support and much more.

Confidential Counselling

A free, confidential counselling service, available to staff who may be experiencing the effects of work-related stress, personal stress or trauma.

Surfwell Surfing Therapy

Using surfing to promote psychological, physical and psychosocial wellbeing to support colleagues who are feeling confused, overwhelmed and unable to switch off or who might be seeking alternative support.



Learning & Development

Offering high quality learning and development opportunities for managers and staff, we aim to support your personal and professional development within today's fast-paced work environment, while preparing you for tomorrow's challenges. Our expert learning team ensures that learning is deeply embedded in our culture.

We offer a variety of innovative workshops, including the interactive Management Development Programme, Leadership sessions and Feedback Workshops. By becoming a part of DAA, you'll join a vibrant and supportive community that prioritises continuous personal and professional development. We also encourage our staff to explore alternative learning environments to further their Continuing Professional Development (CPD).

"People are energised and motivated by doing great work that makes a difference. We actively support and encourage a culture that enables self-direct learning alongside collaboration"

Martin Bell
Transformation Director



“Fun to work with”

94% of employees across the organisation that completed the 2024 Best Companies survey felt their team was ‘fun to work with’



Processes

Recruitment

At Devon Air Ambulance, we are dedicated to promoting an inclusive and diverse culture through fair recruitment practices. CVs and application forms are anonymised for shortlisting, and scoring is done individually by the interview panel to help reduce unconscious bias and groupthink.

As part of the application process, we ask some questions regarding equality and diversity. Please note that this information is collected solely for reporting purposes, you also have the option to select 'prefer not to say'.

We will hold and process your information in line with GDPR and our privacy policy, and we do not share your information with other agencies or individuals.

Application

timeline

We post our timescales on our job adverts to ensure candidates are aware of potential interview dates.

You should hear from us within a week of a vacancy closing.*

If you have any questions during the process, please get in touch and we will be happy to assist you.

recruitment@daat.org

01392 466666

**Please note, on occasions this may take longer if we receive a high volume of applications.*



did you *Know?*

- Devon Air Ambulance is 100% independent of Government funding
- Donors, retail supporters and fundraisers make our vital emergency medical service possible
- Our doctors and paramedics are highly skilled clinicians who bring enhanced levels of critical care to the scene
- We can reach the majority of locations in Devon within 15 minutes, flying almost 2.5 miles a minute
- 2024 was our busiest year yet, responding to 2,457 missions (air and land combined)
- The most common mission type in 2024 involved trauma patients



our Commitments

We are committed to fair, inclusive and transparent employment practices to support different employment groups. Our commitments include:

- Living Wage Employer
- Show the Salary Employer
- Silver Award in the Defence Employer Recognition Scheme
- Disability Confident Employer (Level 1)
- Mindful Employer charter signatory
- Committed to the ACEVO pledge
- Committed to the Menopause Workplace Pledge



*Learn more about these commitments on the next page



useful

Links

DAA Careers

[Interview Process](#)

[Culture](#)

[Benefits](#)

Our Commitments

[Living Wage Employer](#)

[Show the Salary Employer](#)

[Defence Employer Recognition Scheme](#)

[Mindful Employer](#)

[ACEVO pledge](#)

[Menopause Workplace Pledge](#)

For more advice and guidance on our interview process, visit our [careers website](#).





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