



Essex & Herts
Air Ambulance

Your local life-saving charity

Aviation Director

Vacancy information pack





Introduction from the CEO

Hello,

It is my pleasure to extend a warm welcome to you as you consider joining our EHAAT family. The team who work with us are our most important asset. Upon joining us, you will become part of a dynamic, fast growing organisation which is committed to being a safe and effective clinical care provider.

All of our actions are guided by our values – passionate in going the extra mile, professional in treating everyone as they would wish to be treated, innovative in driving forward best clinical practice, inclusive in creating a safe environment where everyone feels comfortable being themselves, trustworthy in working openly and honestly and dedicated because we care about the cause, our patients and each other.

We very much consider ourselves a family, and we hope that anyone who chooses to join us will feel as privileged as we do to work for such an amazing charity. We have plans in place for a very exciting future and we would love you to join us on our journey!

Yours sincerely,



Jane Gurney
Chief Executive Officer





Our mission statement

Our aim is to save lives, reduce or prevent disability, or suffering from critical illness and injury, by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained pre-hospital care doctors and critical care paramedics work alongside our regional partners using helicopters and rapid response vehicles fitted with state-of-the-art life-saving equipment. Our critical care teams are dispatched by the East of England Ambulance Service NHS Trust.

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.

Our values:

It's what we say, it's what we do, it's who we are...



Passionate

We believe in our cause and are totally committed to the service we provide. The energy and enthusiasm we show demonstrates our motivation to sustain what we do.



Trustworthy

We are credible and honest; we do what we say we'll do and we deliver high standards. We meet the needs of the patients we serve and we won't let them down.



Professional

We show professionalism in every way, ensuring we do even the simple things well and that we portray the right image for our brand. We treat everyone as they would wish to be treated.



Dedicated

We are loyal, kind, compassionate and considerate to each other – and to the patients we serve. We pull together as a family to achieve a common goal. We care about the cause and about each other; we are never off-duty.



Innovative

We drive forward clinical innovations and constantly look for ways to improve what we do – encouraging initiative, being creative, learning from our mistakes and being open to making changes when needed. We are successful and lead from the front with huge drive, determination and energy.



Inclusive

Our goal is to attract, develop and retain talent from across society. This requires a culture of inclusion where all individuals feel respected and are treated fairly. Colleagues must act appropriately and treat each other with respect by listening to different viewpoints, opinions, thoughts and ideas, embracing and actively promoting a culture of inclusion.

Job description

Job title	Aviation Director
Reporting to	CEO
Based at	Between North Weald & Earls Colne, Colchester
Contract	Appointment will be made on a permanent basis with a 6-month probationary period
Working pattern	37.5 hours/5 days a week
Pension	Automatic enrolment to our pension scheme after 3 months
Annual leave	30 days plus bank holidays
Salary	Circa £100,000 per annum



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Job purpose

To ensure Essex & Herts Air Ambulance is fully equipped to achieve its strategic goals through the responsibility for, and management of, all operations, including aircraft, pilots, fuel, airbases.

To act as a member of the executive team setting the strategic direction for the charity, embracing and overcoming the challenges together as a senior team.



Key responsibilities

Strategic

- Lead on all aviation matters that will equip EHAAT to achieve its strategic goals, including aviation safety and managing all regulatory and compliance arrangements in conjunction with the Civil Aviation Authority's directives for HEMS operations.
- Lead the development of a strategy for Air Operations to best support clinical capability, reviewing and developing all operational requirements to ensure the safe, effective running and growth of the organisation.
- Provide the CEO and the board with advice on all HEMS operational matters and represent these at board meetings. This will include, but not be limited to, key service metrics such as aircraft availability, flight crew availability and safety reporting.
- Work closely with the Medical Director and Head of Clinical Delivery to ensure timely, reliable delivery via the EHAAT aviation fleet of a first-class clinical service. This will include identifying future obsolescence, redundancy, or augmentation requirements of the clinical interior of the aircraft and advising the CEO and Board of the management of change.
- Work closely with the Finance Director to review the appropriate planning and budgeting processes are integrated and aligned within the annual plan and have consideration for regulatory considerations, future service upgrades, fleet replacement or other foreseeable items that may impact future budgets.
- Identify sources of information for future procurement of helicopter services.
- Lead on the development and implementation of strategic plans, in close consultation with the CEO and the executive team, including the strategy aim of obtaining our own Air Operator's Certificate (AOC).
- Lead the project delivery team, support the project to attain an AOC, with responsibility for liaising directing with the executive team and the board on all aspects of the project.
- Manage the procurement policy, process and all subsequent contractual arrangements connected with the aviation operation.
- Actively communicate with other air ambulance operations to share best practice and maintain a leading position in the air ambulance sector, including any user groups.

- Manage and recruit management staff and pilots, as appropriate, ensuring their full integration into the charity.

Operations

- Manage any Aircraft Operator contracts, ensuring EHAAT fully meets any obligations to facilitate these operations.
- Manage and chair the Aircraft Operator contract review and safety meetings.
- Maintain and communicate a first-class safety culture to provide a safe working environment within all our air operations, with all relevant CAA aviation safety regulation and Health & Safety legislation adhered to.
- Oversee standard operating procedures for the air operation in line with all current and relevant legislation.
- Be the link between the Airfield owners and EHAAT managers at both Earls Colne and North Weald. Ensure EHAAT is represented at airfield liaison committee meetings.
- Maintain an active knowledge of developments in AA/HEMS air operations procedures, equipment and support services.
- Should the AOC be granted by the CAA, become the Accountable Manager. This includes the delivery of all reporting requirements, audits and subsequent corrective actions as required.
- Line management of the Head of Aviation Operations/Delivery and all other EHAAT employed Nominated Persons. Manage any consultant Nominated Persons.
- Oversee all aspects of ground support and airfield support services for operations.
- Embed a unified culture across all the organisation's operations.
- Any other duty as may be required.

Financial Oversight

- Produce projected expenditure to assist budget forecasting for all aviation operational elements to deliver the KPIs as agreed.
- Monitor expenditure, ensuring effective management of budget.
- Ensure value for money and delivery from suppliers.

Person specification

Essential

- Relevant professional qualifications or qualified through experience.
- Leadership at a senior level with a high level of understanding of aviation legislation ideally having worked as Post-Holder within an aviation environment regulated by the CAA, ideally HEMS.
- Excellent understanding of regulatory approvals and related documents and references.
- Excellent understanding of regulatory structures, processes and safety management systems
- In addition to experience in technical management, significant experience of leadership in a fast-moving operational environment
- Experience of designing, delivering, and developing major management of change projects
- Experience in safety management, compliance management and associated audit and investigation techniques.
- Resilient and determined to deliver exceptional standards of operational delivery.
- Able to confidently champion safety, compliance, and operational efficiency and effectiveness.
- Excellent interpersonal skills and the ability to communicate well with all people at all levels.
- Ability to work at a senior executive level, exercising sound judgement and decision making, being suitably operationally, politically, and commercially astute.
- Strong written, verbal, presentational and communications skills directed at influencing a wide range of stakeholders at all levels.
- Ability to find solutions to diverse and complex problems.
- Significant experience of leading high-performing teams

Desirable

- Good levels of understanding of the constituent components of AOCs and their management systems.

- Excellent understanding of AOC legislation, regulations and related documents and references.
- Excellent understanding of AOC structures, processes and management systems.
- Experience in aviation or pre-hospital emergency care, ideally gained as a practitioner as well as through management.

How to apply

To apply please submit a completed application form in Word format (**NO CVs**) and our Equality and Diversity Form to recruitment@ehaat.org by 11:59pm on 22nd May 2024.

Please address in your response how you meet the personal specification for the role as fully as possible to demonstrate why you should be shortlisted for interview.

In person interviews will take place on 18th June 2024 at our North Weald office.

Offers of appointment will be subject to receipt of satisfactory references.

Information if you have a disability

We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. We encourage you to let us know if you have any requirements at any stage of the recruitment process.

Equality, Diversity & Inclusion

We are committed to becoming an inclusive organisation that represents all aspects of the communities we serve. We recognise that this is a journey and that there is a lot of hard work ahead. We celebrate diversity of background and thought in our ambition to create a workplace where everyone feels empowered and able to bring their authentic self to work each day. We collect EDI information for monitoring purposes only and it will not be used in any decisions affecting your application.

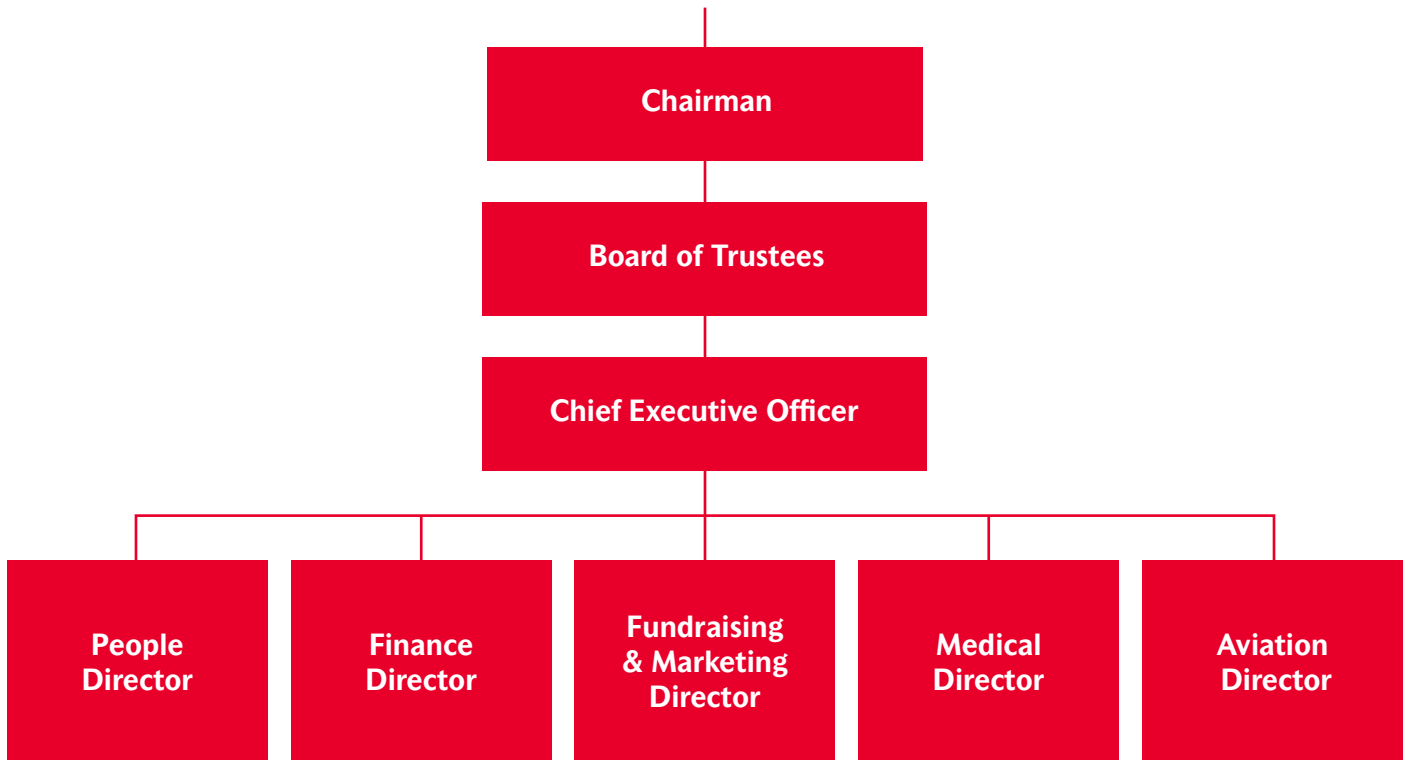
Not this vacancy? Why not join us as a volunteer? If you would like to know more about becoming a volunteer visit our website ehaat.org or send an email to volunteer.team@ehaat.org



“ I just wanted to say it felt really good to be able to speak honestly, and reassuring that the organisation are so keen to act on lessons learned. I feel so supported and admire decisions being made, and how inclusive EHAAT is to everybody’s individual circumstances. ”

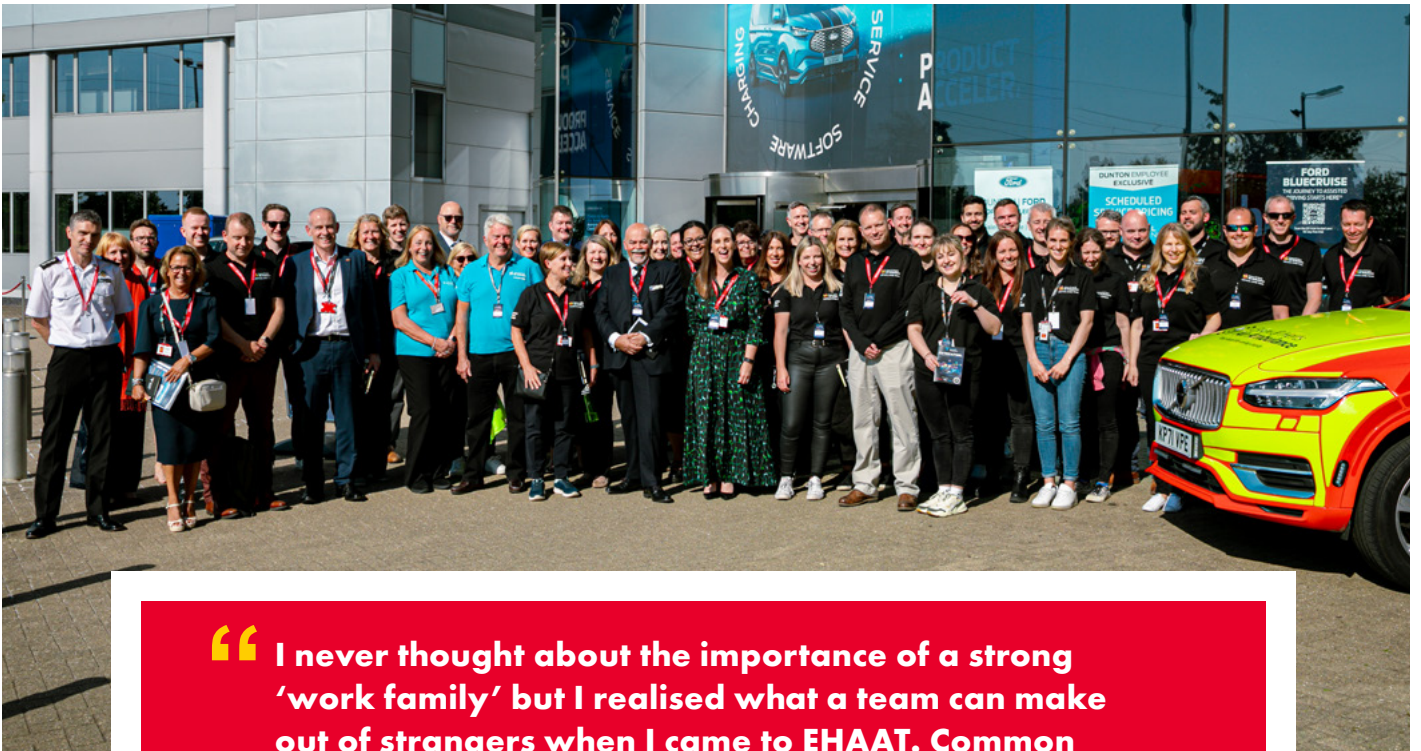


Trustee Board and Executive Team



Department Team





“ I never thought about the importance of a strong ‘work family’ but I realised what a team can make out of strangers when I came to EHAAT. Common beliefs, common values, and an organisation that cares about both our success and our welfare. It’s like raising children, teaching us skills, discipline and helping us build our self-confidence so that we can think bigger and achieve more. ”





Minds matter

At Essex & Herts Air Ambulance we recognise that wellbeing and performance are linked. Improving your ability to handle pressure and to balance work and home life can ultimately lead to improved individual and organisational performance and bring benefits to our team and our business.

As a business, our objective is to drive the understanding that our team members may need additional support from time to time and also that they are still more than capable of achieving within their role.

Our commitment to the wellbeing of our team is demonstrated with our Mental Health First Aiders, regular Mental Health training for our managers, Mental Health & Wellbeing Action Group and Chaplain support.

EHAAT is committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidentially. To demonstrate this, we have signed the 'Charter for Employers Positive about Mental Health' making us a registered 'Mindful Employer.'



“ They saved my daughter’s life. ”

Two-year-old Charlotte’s airway became obstructed whilst eating lunch at nursery.

She was turning blue when Essex & Herts Air Ambulance’s critical care team arrived and performed advanced techniques, allowing oxygen back into her lungs. Charlotte was then

anaesthetised and flown to Addenbrooke’s Hospital, where she was woken by the hospital team the following day.

After such a long time without oxygen, there were fears of neurological damage. Amazingly Charlotte awoke with just a cough and croaky voice. A few

weeks later, she visited the airbase to meet the team who saved her life.

This was all possible because of all the passionate, dedicated, hard working EHAAT team that work behind the scenes...



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