London's
Air Ambulance
Charity

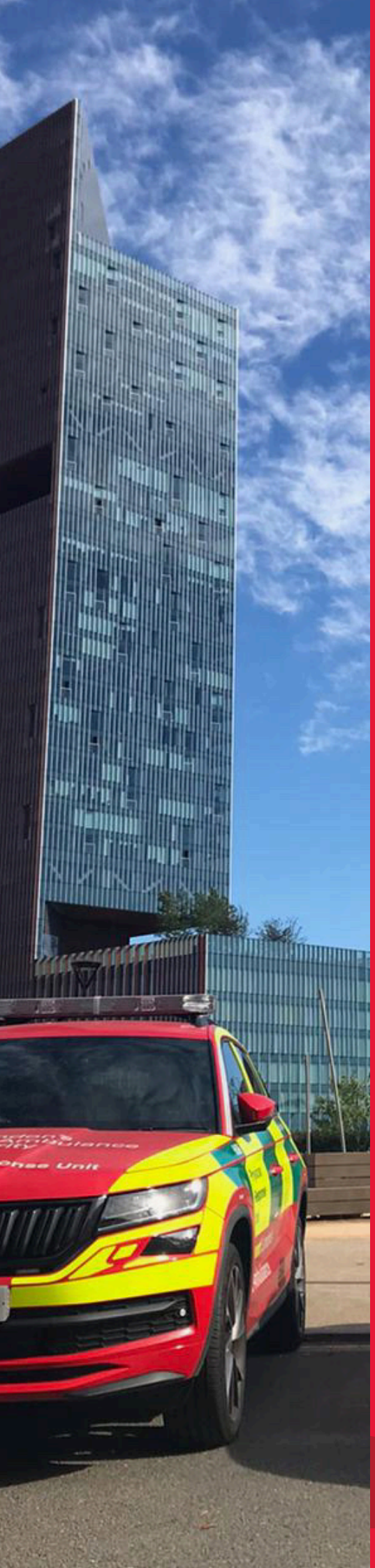


VACANCY INFORMATION PACK

FOLLOW US

Registered Charity (801013)


RAMEDIC
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 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.

London's Air Ambulance Charity

JOB DETAILS

HEMS Co-Pilot

Contract: Permanent
Hours: Full time
Reports to: Chief Pilot
Location: Helipad, Royal London Hospital, Whitechapel Road, London
Team: Pilots
Reports: Nil
Salary: £65,000 + benefits, including private health insurance

Context

London's Air Ambulance have a small team of pilots who are dedicated in maintaining high standards of aviation in order to deliver HEMS to the people of London. We are currently changing our fleet to the EC135 T3H, a change which will embody modernisation of our multi-pilot aviation environment.

Day to day, we work closely within small teams which include the medical, fire and support staff. All are prepared and rehearsed in their roles and strive to provide the best service possible.

We also liaise outside LAA, within the wider air ambulance network and other emergency services community to ensure a safe, efficient operations in line with industry best practice.

Our flights are short and mostly within the busy airspace of London to land and deliver clinical teams to scene with safety as our top priority. Where situations allow, once landed and shut down, pilots help clinical crews with logistics and also act as ambassadors for the charity, liaising with the public.

About the role

Coupled with the role of HEMS, the skies and streets of London can be a challenging and fast paced place to work. There is an opportunity for you to join our team as a HEMS co-pilot to develop the essential skills and experience towards command.

You will form a key part in our succession planning, with a clear pathway towards command. You will be mentored and supported with an expectation to achieve this within 2 years, dependant on progress and experience.

You will be dedicated to maintaining high standards of aviation, striving for continuous improvement and actively working towards standards of excellence.

Key responsibilities

- Operate in accordance with regulation, the Operations Manual and all relevant policies, with safety as the top priority
- Be part of a Multi-Pilot team, flying HEMS missions and CAT flights across London
- Support the Captain to ensure all pre and post flight duties are performed and appropriate briefings conducted
- Ensure the security and safety of the aircraft and its equipment at hospital and HEMS sites
- Liaise with the Emergency Services at hospital and HEMS sites to ensure the safety of ground personnel and the efficient conduct of the mission
- Where required, work to support the strong bond between the charity and operational team

- Actively promote the core values and behaviours of LAAC whilst working towards achieving the strategic objectives of the charity. Have a strong working knowledge of LAAC's vision, mission and impact.
- Comply with Health & Safety and GDPR legislation and relevant internal policies

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.

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.

London's Air Ambulance Charity

JOB DETAILS

About the Person

You will have some HEMS experience or have operated in an overland/ low level environment, you will be able to demonstrate a high level of motivation to build your knowledge and experience towards a HEMS command.

The ideal candidate will work well in a team and demonstrate the ability to strive to learn and improve participating in regular personal and professional development while demonstrating an active interest in the overall activities of London's Air Ambulance.

Essential Qualifications

- Hold a UK CAA CPL & IR with Class One medical
- Have a minimum of 1000 hours (750 in helicopters) although for candidate currently employed as HEMS co-pilots, this may be reduced based on experience
- Have a current or lapsed multi engine helicopter rating (EC135 an advantage but not essential)

Knowledge and Experience

- Have some HEMS experience or have operated in an overland/ low level environment
- Demonstrate a high level of motivation to build your knowledge and experience towards a HEMS command.
- Demonstrate a high level of professionalism and be able to work within small teams
- Be able to demonstrate strong instructional skills and knowledge of training regulations.

Skills & Personal Attributes:

- Demonstrate a high level of professionalism and be able to work within small teams
- A keen eye for detail and good workload management skills
- Bring more than flying skills to the role and be motivated to support the wider aviation operations
- Ability to deal with complex operational issues inherent in a fast-moving environment
- The ability and resilience to manage occasional exposure to traumatic circumstances or frequent exposure to highly distressing or highly emotional circumstances
- Ability to form and maintain excellent working relationships across professional and operational boundaries
- Team player and collaborative approach
- Committed to continued personal development

Other:

- Able to work within our Flight Time Limitations scheme with main bases of work being RAF Northolt and The Royal London Hospital
- Be able to hold an enhanced security clearance at RAF Northolt
- 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 (unless, as in the case of pilots or fire crew physical fitness is essential to the performance).

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, remote interview with our team. Successful candidates from this round will be invited to a complete an online Psychometric and Competency assessment and conduct a remote interview which aims to assess pilot core competencies. Successful candidates from this round will be invited to a simulator assessment, off site, which will assess your technical, non-technical skills.

A final face to face interview will be held at our helipad / offices with our team.

Deadline for applications:	*26 August 2024*
Shortlisting outcome:	*28 August 2024*
First Remote Interview Date:	*3 / 4 September 2024*
Psychometric and Competency Assessments:	*7/8 September 2024*
Second Remote Interview:	*W/C 9 / 16 September 2024*
Simulator assessment :	*W/C 23 September*
Final interview:	*2 / 4 October 2024*

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