



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



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.



HEMS Captain

Contract: Three permanent roles

Hours: Full time

Reports to: Chief Pilot

Location: Helipad, The Royal London Hospital, Whitechapel Road, London

Team: Pilots

Reports: Nil

Salary: £80,000 - £90,000 (depending upon experience and qualifications) plus benefits, including private health insurance.

Context

London's Air Ambulance Charity has a small team of pilots who are dedicated to maintaining high standards of aviation in order to deliver our helicopter emergency medical service (HEMS) to the people of London. We have recently changed our fleet to the EC135 T3H; modernising our multi-pilot aviation environment.

Day to day, we work closely with the charity's teams including 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 London's Air Ambulance Charity, within the wider air ambulance network and other emergency service communities to ensure 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

We are looking to appoint three experienced HEMS Captains. As a London's Air Ambulance Captain you'll be responsible for ensuring that flights are operated safely and in accordance with the Operations Manual. You'll be used to establishing a strong team environment which will ensure the team is ready to respond swiftly.

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

Please note that the successful post-holder will be subject to a Basic Disclosure and Barring Service (DBS) check which will disclose unspent convictions or adult cautions. The successful post-holder will also be subject to obtaining security clearance at RAF Northolt.

Key responsibilities

- Work in accordance with regulation, the Operations Manual and all relevant policies, with safety as the top priority



- Maintain high personal and professional standards
- Be part of a multi-pilot team, flying HEMS missions and CAT flights across London
- Inspire and mentor co-pilots, providing them with opportunities for development
- Ensure the crew are briefed and aircraft prepared so that they're ready to respond at short notice
- Ensure that all relevant pre- and post-flight processes are complete, including the briefing of passengers
- Ensure the security and safety of the aircraft and its equipment at hospital and HEMS sites
- Liaise with the emergency services at hospitals 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 London's Air Ambulance Charity whilst working towards achieving the strategic objectives of the charity
- Have a strong working knowledge of our vision, mission and impact
- Comply with health and 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 other duties as reasonably required.

About the person

You'll have experience in HEMS, or an equivalent service, and are able to work within a multi-disciplinary team with high levels of accountability in sometimes difficult and challenging conditions.

The ideal candidate will work well in a team and demonstrate the ability 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 Charity.

Essential qualifications

- Hold a UK CAA ATPL (H) + IR with flight hours in compliance with SPA.HEMS.130
- Hold a UK CAA Class One medical.

Desirable qualifications

- Held roles or posts to support an AOC in addition to flying.

Knowledge and experience

- Have current HEMS experience or at least one year of HEMS flying within the UK, during the last five years
- Hold (or have held) an EC135 type rating (any Helionix experience would be an advantage)
- Demonstrate a high level of professionalism and be able to work within small teams
- Have an excellent knowledge of HEMS operations



- Experience of mentoring, training or support of others.

Skills and 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're 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 People Partner, 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, remote interview with our team. Successful candidates from this round will be invited to complete an online Psychometric and Competency assessment and 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.



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