



London's  
Air Ambulance  
Charity



# VACANCY INFORMATION PACK

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Registered Charity (801013)





# 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.

## Clinical and Operational Digital Lead

**Contract:** Permanent

**Hours:** Full Time

**Location:** Hybrid / London's Air Ambulance Helipad, The Royal London Hospital

**Team:** Clinical and Operational Data

**Reports to:** Head of Clinical and Operational Data

**Salary:** £52,000-£56,000 plus benefits

### Context

Our vision is to bring hope to every one of our patients across London, when they need us most, where they need us most. Our mission is to use everything we know, our specialist skills and unmatched experience to save lives and ensure the best outcomes for every one of our patients and their families. We're a charity that works alongside the NHS and our life-saving service is made possible by our supporters.

### About the role

In this role you'll work to meet the digital needs of London's Air Ambulance's frontline clinical and operational teams.

This post sits within the Clinical and Operational Data team and will be responsible for our operational digital solutions, acting as an internal product owner. London's Air Ambulance has been on its digital transformation journey for several years and you'll be helping to build on current progress and further develop the organisation's digital maturity. You'll be overseeing existing digital solutions for clinical and operational functions, as well as meeting new requirements and driving innovation. You'll also be working with the IT team, external partners and vendors to onboard and maintain infrastructure for the future. You'll be responsible for line-managing a Power Platform developer. You'll also work closely with users of our data and digital artefacts of clinical care, balancing complex and competing stakeholder requirements.

You'll have the chance to work closely with frontline clinical and operational teams in the NHS and London's Air Ambulance Charity, assessing requirements and finding solutions that ultimately make a difference to our patients.

### Key responsibilities

The role will have the following primary areas of responsibility:

- Supporting the embedding of London's Air Ambulance Charity's digital transformation programme and further digital maturity growth
- Working closely with stakeholders including clinical staff to understand requirements and identify solutions, being able to scope projects and communicate around uses and limitations of tools and data
- Liaising with external suppliers to communicate requirements and manage prototyping, testing, build and delivery of solutions; managing maintenance and support for third-party tools
- Building an understanding of London's Air Ambulance's structure and needs as a healthcare, operations and research organisation, and proactively seeking and recommending solutions for user requirements
- Supporting technical development as needed, including developing/applying hands-on skills in Power Platform and other tools

- Line-managing one technical Power Platform specialist role, including developing team skills and managing performance and objectives
- Supporting the wider Clinical and Operational Data team objectives, including work tracking and prioritising
- Actively promoting the core values of London's Air Ambulance Charity whilst working towards achieving the strategic objectives of the charity
- Complying with health and safety and GDPR legislation and relevant internal and NHS policies, including protecting patient information and data in accordance with the GDPR and other statutory and NHS standards and regulations.

The above list is not exclusive or exhaustive and the job holder may undertake other duties as required.

You'll be required to have a Barts Health NHS Honorary contract to work with patient data and this role is dependent upon meeting this requirement. London's Air Ambulance Charity will assist you in this process.

*Please be aware that our work addresses the needs of patients (both adults and children) who are seriously injured, with 10% dying at scene and 10% dying in hospital. Patients receive injury as a result of accident, self-harm and assault. This role will be exposed to clinical records and discussions which will contain explicit descriptions and potentially images/video material.*

## **About the person**

We're looking for someone with experience in building digital capacity within an organisation, who can help drive innovation and digital transformation. The Clinical and Operational Digital Lead will show the ability to gather requirements and lead on infrastructure choices for digital needs. This role will work closely with NHS partners (including their Information Technology and Information Governance functions) and with vendors, assessing requirements and managing external and internal stakeholders.

### **Essential experience**

- A degree or equivalent qualification in a numerate discipline such as maths, computer science or statistics
- Experience in leading digital transformation or in building digital capacity in an organisation
- Familiarity with the Microsoft Power Platform - MS PowerApps, MS Power Automate (Flow), Power BI and Dataverse – direct Power Platform development experience is desirable
- Experience of vendor management for SaaS (Software-as-a-Service) tools and working across complex organisations
- A strong understanding of the development lifecycle
- Experience in tech product delivery.

### **Desirable experience**

- Experience with digital infrastructure/technology in the NHS
- A track record of working in an agile environment
- Experience of people management
- Experience in defining business requirements and user stories

- Experience working directly with front-end users and senior stakeholders
- Knowledge of AI and automation, and where it can be used (and not used) effectively
- Project management skills
- Application of information security considerations in digital programmes.

**Skills and personal attributes:**

- Experience of working independently and managing a complex workload, including prioritising competing requests
- Strong analytical, critical thinking and problem-solving skills
- Ability to promote and manage digital/technology change
- Experience working with a wide range of stakeholders and explaining digital options to an audience with different levels of familiarity; proven ability to draw out key user requirements
- Ability to collaborate with teams and stakeholders across an organisation
- Demonstrating honesty and integrity and promoting organisational values and behaviours.

**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's therefore London's Air Ambulance Limited's commitment to provide equal opportunities in employment and we'll 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. Some of our roles, including pilots and fire crew, do require physical fitness which may factor into our recruitment process.

**Rehabilitation of Offenders Act 1974**

The Charity meets the requirements under section (2) of the Rehabilitation of Offenders Act 1974 to ask exempted questions. Some of our roles are subject to a Basic Disclosure and Barring Service (DBS) check.

## How to apply

**Due to our shortlisting process and the volume of applications we receive, we ask all applicants to remove their full name and address and only include their initials in any attachments sent as part of their application.**

To apply for this role please send a detailed CV and a completed Declaration and Supporting Statement Form to [Recruitment@londonairambulance.org.uk](mailto:Recruitment@londonairambulance.org.uk), and complete the Diversity Monitoring Form online.

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@londonairambulance.org.uk](mailto:Recruitment@londonairambulance.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@londonairambulance.org.uk](mailto:n.kennedy@londonairambulance.org.uk).

### **Selection process and timetable**

A fair and equitable interview process will be conducted to select the suitable candidate for this role. If successful at shortlisting, you'll be invited to a virtual first-stage interview. If successful at first-stage interview, you'll be invited to an in-person second-stage interview. You'll be asked to complete a task during the interview process.

<b>Deadline for applications:</b>	23:59 22 February 2026
<b>Shortlisting outcome:</b>	4 March 2026
<b>First Interview date (virtual):</b>	11 March 2026
<b>Second interview date (in person):</b>	TBC
<b>Outcome:</b>	TBC



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