



**LONDON'S  
AIR AMBULANCE  
CHARITY**



# VACANCY INFORMATION PACK

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Registered Charity (801013)



LONDON FIREBRANDS

18

London's Air  
Ambulance Charity



Advanced  
Trauma  
Team

With thanks to  
Jim Rausing  
Alessandra and Adam Frame  
Dr French Foundation

London's Air Ambulance  
PARAMEDIC

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Pura

# INTRODUCTION FROM THE CEO



Thank you for your interest in joining our team.

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've recently launched a new 15 year strategy that sets out our ambitious aims and we're all striving to make sure we can achieve this.

Our service delivers an expert team of medics to a patient's side in time to make a difference. Over the years we've treated over 50,000 patients and we're dedicated to continuously develop pre-hospital care to ensure we can save the patient of tomorrow that we couldn't save today.

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 2024/25 we raised £26 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 six patients each day. It also helps fund various research and strategic projects, ensuring we continue to innovate and develop the medical interventions we can offer on scene.

It costs approximately £14 million (consolidated costs) to provide London with our advanced trauma team, 24 hours a day, seven days a week.

Traumatic injury is the biggest killer of people under 40 in the UK – but on the worst day of someone's life, our medics can provide hope for the patient and their loved ones.

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.

More information can be found [here](#).

# WHO WE ARE



## OUR VALUES



### Compassionate

We're kind, respectful and always keen to listen to feedback.



### Courageous

We're prepared to achieve our mission in challenging environments.



### Pioneering

We embrace and lead change through our innovation and creativity.





# 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.

We each commit to being advocates and stewards of our values at all times. We champion a culture of diversity and inclusion, and work to ensure every employee feels they belong.

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.





## **HEMS CAPTAIN**

**Contract:** Permanent

**Hours:** Full time

**Location:** The Helipad, The Royal London Hospital, Whitechapel, London E1 1BB

**Team:** Pilots

**Reports to:** Chief Pilot

**Reports:** 0

**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 an experienced HEMS Captain. As a London's Air Ambulance Charity 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 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 supporting 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'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 Form and Supporting Statement to [recruitment@londonsairambulance.org.uk](mailto:recruitment@londonsairambulance.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 email [recruitment@londonsairambulance.org.uk](mailto: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 have any questions about this opportunity please email [recruitment@londonsairambulance.org.uk](mailto:recruitment@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 interview with our aviation and people teams. 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 and non-technical skills. A final face-to-face interview will be held with our team.

<b>Deadline for applications</b>	31 May 2026
<b>Shortlisting outcome</b>	W/C 1 June 2026
<b>First interview</b>	W/C 8 / 15 June 2026
<b>Simulator assessment</b>	TBC
<b>Second interview</b>	TBC

