LONDON'S AIR AMBULANCE CHARITY





VACANCY INFORMATION PACK

FOLLOW US

Registered Charity (801013)


LONDON FREEMASONS
London's Air Ambulance Charity
Advanced Trauma Team
With thanks to
Jörn Rausing
Alessandra and Adam Frame
Dr French Foundation
London's Air Ambulance
PARAMEDIC



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.





LONDON'S AIR AMBULANCE CHARITY

Senior Philanthropy Manager (Maternity Cover)

Contract: Fixed-term, 12 months
Hours: Full-time, 35 hours per week
Location: Hybrid working: remote working and at 77 Mansell Street, London E1 8AN, and the Helipad, The Royal London Hospital, Whitechapel, London E1 1BB
Team: Philanthropy and Partnerships Team
Reports to: Head of Philanthropy and Partnerships
Reports: Two philanthropy managers
Salary: Circa £55,000 depending on experience, 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.

This is an exciting time to join the fundraising and marketing team as we build on the success achieved following the completion of a major capital campaign in 2024 and the launch of our new organisational strategy in 2025. We are now investing in diversifying our portfolio, with a particular focus on growing our philanthropy and partnerships team.

The philanthropy and partnerships team consists of 14 members who build relationships with trusts, foundations, corporate partners and individual philanthropists to secure vital funding for the charity. The team is supported by dedicated prospect research and special events colleagues who help identify new opportunities and maximise fundraising success.

Led by our new Head of Philanthropy and Partnerships, the team is developing a bold, insight-driven strategy to secure sustainable growth and double income over the next five years. The Senior Philanthropy Manager (maternity cover) will play an important role in translating this ambition into a strong major donor programme.

About the role

The Senior Philanthropy Manager will lead the major donor programme and provide direction and support to the major donor team, comprising the Philanthropy Manager and Philanthropy Officer, with support from the Philanthropy and Partnerships Administrator. Directly line-managing the Philanthropy Managers, the postholder will strengthen donor relationships, build a resilient pipeline and work with senior volunteers and professional advisers to grow major donor income. They will also work closely with the Head and Deputy Head of Philanthropy and Partnerships and other senior managers to identify opportunities and strengthen impact reporting for philanthropic supporters.

Key responsibilities

Leadership and team development

- Lead, inspire and develop the major donor team, setting clear priorities, fostering ambition, accountability and continuous improvement, and directly line-managing two Philanthropy Managers to achieve agreed income targets.

Donor relationships, solicitation and stewardship

- Manage a portfolio of high-value individuals, family trusts and foundations, working with senior leaders to cultivate, solicit and steward transformational gifts and deliver significant financial and strategic value
- Strengthen impact reporting for major donors, working with colleagues across the charity to provide timely, accurate and compelling updates that demonstrate the difference their support makes.

Prospect development and influential networks

- Work with the Prospect Research Manager to identify, qualify and progress major donor prospects, maintaining a strong and resilient pipeline
- Engage senior volunteers, including trustees and members of the Philanthropy Board, to open networks, support donor relationships and grow the major donor portfolio
- Build relationships with professional advisers, including wealth managers, donor-advised funds and philanthropy advisers, working with the Prospect Research Manager and Senior Special Events Manager to expand influential networks and generate major donor opportunities
- Represent the charity at relevant networking events, developing relationships with prospective supporters and professional advisers and identifying opportunities to strengthen the major donor pipeline.

Fundraising products, propositions and supporter journeys

- Oversee the continued development of the Giving Circles as an effective tool for raising unrestricted funding from major donors
- Contribute to the development of compelling fundraising propositions that align donor interests with the charity's priorities in clinical innovation, research and unrestricted funding
- Contribute to the Customer Insights Journey project, with particular responsibility for improving the supporter journey between individual giving and major donor engagement.

Strategy, insight and programme development

- Use insight into the evolving philanthropic landscape to identify and assess new opportunities, recommend where the charity should invest time and resource, and inform the development of the major donor programme.

Data, financial management and compliance

- Work with the Philanthropy and Partnerships CRM Working Group and data team to embed Microsoft Dynamics, ensuring that major donor Gift Aid information is recorded accurately and consistently
- Support the data team to prepare accurate and timely Gift Aid claims relating to eligible major donor gifts
- Manage the major donor budget, including financial forecasting, monitoring performance and tracking income against agreed targets.

Special events and donor engagement

- Work closely with the special events team, who will lead on event delivery, to develop and deliver a programme of events tailored to major donors and lead timely donor follow-up and relationship development after each event.

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

We are a charity that delivers an advanced trauma team to London's most critically injured patients, due to the nature of our work you may occasionally be exposed to information relating to the work that we do.

About the person

You'll be an experienced philanthropy professional with a strong track record of cultivating, soliciting and stewarding high-value supporters. You'll bring confident leadership and line-management skills, sound judgement and the ability to build trusted relationships with donors, senior volunteers, professional advisers and senior colleagues. You'll be comfortable managing budgets and pipelines, using insight and data to inform decisions, and translating complex clinical innovation and research priorities into compelling cases for support.

Essential knowledge and experience

- Significant experience of cultivating, soliciting and stewarding high-net-worth and ultra-high-net-worth individuals, with a strong track record of securing six-figure gifts
- Significant experience of leading, developing and inspiring a team to achieve ambitious income targets, including setting clear objectives, managing performance and fostering a culture of accountability and continuous improvement
- Demonstrable experience of managing major donor pipelines, income forecasts and expenditure budgets
- Experience of working with senior leaders and influential volunteers to develop high-value donor relationships
- Knowledge of relevant fundraising regulation, data protection requirements and inclusive working practices, including the principles of the Equality Act.

Desirable knowledge and experience

- Experience of developing professional adviser networks
- Experience of managing and growing giving circles or other major donor products
- Experience of using Microsoft Dynamics or a comparable CRM to support relationship management and reporting
- Experience of developing compelling fundraising propositions and donor impact reports
- Experience of working in a medical, healthcare or emergency services environment.

Skills and personal attributes

- An excellent relationship-builder, able to establish trust and credibility with donors, senior volunteers, professional advisers and colleagues
- A persuasive and sensitive communicator, able to translate complex information into clear, compelling written and verbal communications that engage major donors
- A confident, ambitious and supportive leader who sets clear expectations, empowers others to perform effectively and brings colleagues with them through change
- Highly organised, with the ability to prioritise competing demands, use sound judgement and deliver against challenging targets
- Strategic, proactive and solutions-focused, with a willingness to test, learn and adapt

- Comfortable using data and insight to inform decisions and improve fundraising performance
- Demonstrates honesty and integrity and actively promotes the charity's 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.

Our benefits

Working environment

- Hybrid working for most roles, with time split between our offices at Mansell Street or The Royal London Hospital and remote working
- Flexible working arrangements for most roles, with a 35-hour working week (for full-time employees) and core hours of 10:00-16:00
- A collaborative culture built around our values: **compassionate, courageous and pioneering**
- Access to a variety of learning and development opportunities to support your career growth
- A commitment to equality, diversity, inclusion and belonging, supported by our employee-led network, **All Inclusive**.

Supporting your wellbeing

- 27 days of annual leave plus bank holidays (pro rata for part-time employees)
- Additional office closure between Christmas and New Year, giving you an extra three days leave each year
- Additional annual leave awarded for long service
- One day's paid moving leave each year
- One day's paid volunteering leave each year to support causes that matter to you
- Compassionate leave
- Enhanced sick pay, providing up to five weeks full pay in a rolling 12-month period from day one of employment
- Access to a free and confidential Employee Assistance Programme, offering support for emotional, financial and legal matters, plus a wellbeing app.

Supporting your financial wellbeing

- Generous pension scheme with a 10% employer contribution when you contribute 5%
- Medicash health cash plan, helping you claim back the cost of everyday healthcare expenses
- Access to a wide range of employee discounts through sites including Blue Light Card, Health Service Discounts and Perks at Work
- Season ticket loan
- Cycle to Work scheme.

Supporting your family

- Enhanced maternity pay, offering company maternity pay at 75% of your annual salary for weeks seven to 26 of maternity leave
- Life assurance cover equivalent to four times your annual salary.

How to apply

All applications for this role must be submitted via our online portal here: https://api.occupop.com/job/application/senior-philanthropy-manager-maternity-c-d1001

As part of our application process, you'll be asked to upload a detailed CV and write no more than one page outlining how your skills, knowledge and experience match those required for the role. Please also complete the Diversity Monitoring Form here: https://forms.cloud.microsoft/e/KjYmRXn516

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.

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.

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 an online 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.

Deadline for applications	15 November 2026
Shortlisting outcome	18 November 2026
First interview date	23 November 2026
Second interview date	30 November / 1 December 2026

