



London's  
Air Ambulance  
Charity



The Institute  
of Pre-Hospital  
Care

## Institute Coordinator

**Contract:** Permanent

**Hours:** Full time

**Reports to:** Clinical/Degree Courses Officer

**Location:** Hybrid working – Royal London Hospital / Mansell St / Home

**Team:** Institute

**Salary:** £28,000 - £31,000 depending on experience + benefits

### **Context**

For more than thirty years, London's Air Ambulance Charity has been a leader in the development and practice of pre-hospital care in the U.K. and abroad. It has influenced clinical guidelines, governance standards, and the practice of air ambulances in the U.K, Europe and Australia.

The Institute of Pre-Hospital Care delivers first-class, world-renowned training as a department of London's Air Ambulance charity. Founded in 2013, its mission is to drive excellence in pre-hospital care standards and practice through education, innovation and research. The Institute of Pre-Hospital Care is the education and training arm of the charity and delivers education not only to the clinical teams of the HEMS and PRU teams, but to many other clinicians working in a pre-hospital context outside of LAA.

### **About the role**

It's an exciting time to join The Institute of Pre-Hospital Care, the dedicated team work collaboratively with a range of stakeholders to deliver clinical and degree course programmes over a variety of subjects and faculties.

We are seeking to appoint two Institute Coordinators to support and coordinate the activities of our Clinical and Degree programmes within The Institute of Pre-Hospital Care. The Institute Coordinators will work closely with our clinical and operational teams from both the HEMS and PRU services along with our university colleagues and degrees faculty.

Reporting to the Institute's Clinical / Degree Officers the post supports the delivery of the Clinical / Degree course programmes, the post holders will be an integral part of the team working closely with other members.

### **Key responsibilities**

- To be responsible for the coordination and delivery of an efficient administration service for the Clinical / Degree courses
- To create, develop and implement robust administrative processes for all aspects of the Clinical / Degree courses
- To regularly monitor the effectiveness of administrative processes to seek opportunities to make improvements.
- To facilitate the effective running of the Clinical / Degree courses by responding to and triaging enquiries, management of generic inbox, formatting and preparation of documents / presentations
- Ensure the smooth running of the Clinical / Degree courses by assisting in person with the administration and execution of events, conferences and courses, including room bookings, meetings, diary and calendar management



- Liaising with partner departments in matters such as information and documentation distribution, on-the-day support and attendance monitoring
- To be responsible for the dissemination of advertising and marketing materials for our Clinical / Degree programmes
- Production of meeting agendas and minutes of key meetings
- Responsible for the currency, accuracy and usefulness of the Institute website and social media
- Provide timely and accurate advice and guidance on relevant courses to existing and prospective students/candidates
- Support with developing reports and support in the production of presentation material for internal and external use
- Maintain relationships with a broad range of stakeholders
- To be responsible for the Institute merchandise stock, deliveries and currency
- To support partners in securing access passes, honorary contracts, and background resources to enable Clinical / Degree teams to work smoothly within the delivery sites.
- Actively promote the core values and behaviours of LAAC whilst working towards achieving the strategic objectives of the charity.
- Comply with Health & Safety and GDPR legislation and relevant internal policies

### **Key Relationships**

- Head of Institute Delivery
- Clinical / Degree Course Officers
- Wider LAA charity team, including fundraising and corporate teams
- Queen Mary University of London and Barts and the London School of Medicine and Dentistry teams (degree programmes)
- Barts Health Trust colleagues, London Ambulance Service colleagues and other emergency service teams we work with.

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.



## Person Specification

### **About the Person**

The post holder will be an enthusiastic and dynamic team player with significant experience in a similar field. You will bring a can-do attitude with fresh ideas and a keen interest in supporting the delivery of high-quality Clinical / Degree training and education courses.

### **Desirable Qualifications**

- NVQ administration and/or significant experience of working in a similar environment at a similar level.

### **Essential Knowledge and Experience**

- Significant experience of managing high-level administration
- Experience of providing support to senior leaders and managing relationships between senior professionals
- Demonstrated experience of coordinating activities in complex and challenging environments.
- Experience of setting up and implementing relevant internal processes and procedures
- Experience of drafting minutes and meeting agenda items
- Understanding of the Equality Act and good working practices in relation to Equality, Diversity and Inclusion.

### **Desirable Knowledge and Experience**

- Experience of education/training administration processes
- Experience of producing reports and presentations
- Experience of working in an academic and/or clinical environment

### **Skills & Personal Attributes:**

- Strong organisational and administrative skills
- Ability to exercise good judgement, maintain discretion and use initiative
- Excellent communication skills
- Works well with others, is positive and helpful
- Ability to work independently and as part of a team
- Excellent attention to detail and proven problem-solving capability.
- Demonstrates honesty and integrity and promotes organisational values and behaviours
- Excellent IT skills, including an up-to-date and comprehensive knowledge of Microsoft Office, and the willingness to learn new IT platforms and skills.



### Other

- A flexible approach to work, some weekend work and extended working days (early start / late end) will be required which will be given as time in lieu
- A good level of physical fitness would be an advantage as the role will require the moving and setting up of training equipment.

### 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 Form and Supporting Statement and Diversity Monitoring form to [Recruitment@londonsairambulance.org.uk](mailto: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](mailto: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](mailto: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, formal competency and values-based interview, successful candidates from this round may be invited to a second interview.

<b>Deadline for applications:</b>	15 July 2024, midnight
<b>Shortlisting outcome:</b>	19 July 2024
<b>First Interview Date:</b>	26 July 2024
<b>Second interview Date:</b>	TBC



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