

Head of Operational Support

Candidate Information

St John Ambulance Cymru

We've supported people and communities across Wales since 1880. We existed before the NHS in Wales and provided the earliest medical support to those who were sick or injured.

Since March 2020, we've worked closely with Welsh Ambulance Service NHS Trust (WAST) and NHS Wales, increasing our capacity and developing new innovative ways of working to assist and relieve the overwhelming pressure on the frontline brought about by COVID-19.

We've helped by continuing to provide care and support to people when they've needed it most. This includes caring for people at Wales' field hospitals, being there for people at vaccination centres and strengthening our Urgent Care Support within the ambulance service.

Now, in 2022, we continue performing a major role in strengthening community resilience and ensuring people are trained in first aid so they can be the difference between a life lost and a life saved.

We fulfil key front-line roles to support vulnerable people, in addition to offering the opportunity for people from all backgrounds to develop their personal skills and confidence to support our charitable and income generating services whilst assisting their own career development.

As a charity, we partner with the Welsh Ambulance Service NHS Trust and NHS Health Boards, providing ambulance support services in addition to delivering our Falls Response Service, helping people who've fallen at home, back to their feet.

We maintain our reputation as being the leading organisation to deliver first aid training to both commercial businesses and local-based communities including schools throughout Wales.



We also give support to the people of Wales through:

- Medical duties at events
- Community based divisions
- Falls Response Service
- Community First Responders (CFR)

Our focus is developing new, innovative services to help us achieve our mission of saving lives and enhancing the health and wellbeing of communities in Wales.

We're undergoing an extensive and exciting programme of modernisation, forward thinking, encompassing a review of our existing services, financial and workforce models and we're developing a rejuvenated culture aligned to our core vision and values to improve our overall people experience.

The opportunity

To help us achieve our mission of saving lives and enhancing the health & wellbeing of communities in Wales, we're offering this exciting opportunity to join our team as a talented and experienced Head of Operational Support.

This is a newly created role and is critical for ensuring the Charity hits it's organisational strategic goals and objectives. The postholder will lead a blended team of people to ensure the best possible delivery of fleet, logistics, property and Health & Safety, in order to support operations across the whole Charity.

Reporting directly to the Chief Operating Officer, this role represents a senior management position, becoming a member of the Senior Management Team (SMT), and will have lead responsibility for a portfolio of services, producing business plans/business cases to support service development, providing robust plans for cost reduction or income generation strategies, presenting these to key stakeholders.

What you'll need to be successful

To achieve the above, we're looking for a talented and confident Head of Operational Support with a proven track record of providing strong leadership, management and coaching, as well as experience across fleet & logistics, health & safety, and facilities.

You'll be passionate about continuous improvement, suggesting new and/or better ways of working which are supported by clear evidence. You'll be fluent in articulating these ideas in a positive and supportive way, achieving buy-in at all levels.

You'll also have a proven track record of developing teams and individuals within a supportive and coaching environment, identifying key strengths and weaknesses with the ability to produce accurate action plans, acting as a catalyst for personal development.

What you'll get in return

In return, you'll have access to a range of benefits including, but not limited to:

- Home/flexible working
- 31 days holiday (including bank holidays)
- Access to a Blue Light Card, providing various discounts at more than 15,000 retailers.
- Employee Assistance Programme (EAP)
- Access to Private Medical Care
- Various training and development opportunities

How to apply

Please download the attached application form and send it to recruitment@sjacymru.org.uk along with your CV & covering letter by midnight on Sunday 5th June 2022.

Interviews are likely to take place w/c. 13th June 2022.

If you'd like to know more about this exciting role, you can contact Benjamin Savage, Chief Operating Officer, at Benjamin.Savage@sjacymru.org.uk or on 07384 252102, for a friendly and confidential chat.