

## Chief Operating Officer

19<sup>th</sup> February 2021

Salary: Circa £60k

### ST JOHN AMBULANCE CYMRU

St John Ambulance Cymru (SJAC) has supported people and communities across Wales since 1880. We existed before the National Health Service and provided the earliest 'medical' support to those who were sick or injured.

Now, in 2021, SJAC continues to perform a major role in strengthening community resilience, ensuring people are trained in first aid and able to 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 Services NHS Trust and the NHS Health Boards, providing ambulance support services in addition to a falls service as well as maintaining 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 provide additional support to the people of Wales through:

- Medical duties at events
- Community based divisions
- Falls Assistant programme
- Caring Caller programme
- Community First Responders (CFR)

We are also keen to focus on the development of new, innovative services which will support us in achieving our mission to save lives and enhance the health and well-being in the communities of Wales.

Since March 2020, SJAC has worked more closely than ever in partnership with WAST and NHS, as we have increased capacity and developed new innovative ways of working in order to assist and relieve the overwhelming pressure brought about by COVID-19. We have helped

by continuing to provide care and support across the field hospitals, within the vaccination centres and have strengthened our Urgent Care Support within the Ambulance Service.

St John Ambulance Cymru is currently undergoing an extensive and exciting programme of modernisation, forward thinking, encompassing a review of its existing service, financial and workforce model, developing a rejuvenated culture aligned to our core vision and values to improve our overall People experience.

### **THE OPPORTUNITY**

To help promote, manage and deliver our modernisation strategy, as well as play a key role in the development of new services, we are seeking a talented Chief Operating Officer to oversee responsibility for the development of all operational services governing Ambulance, Training and Community services. This brand-new position will be key to identifying and articulating the vision and strategic direction of a newly established integrated Operations Division whilst developing and improving performance and outcomes.

Reporting directly to the Chief Executive and having line management responsibility for three Heads of Service, you will be expected to develop and oversee the delivery of charitable activities within our communities to further improve and impact positively on people's health and well-being, balanced with the need to ensure St John Ambulance Cymru maximises opportunities available to deliver the right services, at the right time, in the right place, deemed commercially viable, generating income within a not-for-profit' environment but which ensures the services provided by SJAC remain trustworthy, competitive and sought after by the public and also the independent and private sectors.

### **WHAT YOU'LL NEED TO BE SUCCESSFUL**

To achieve the above, we are looking for a talented Chief Operating Officer with a proven track record of credible and influential leadership, extensive experience in a senior management role and you will be able to evidence an ability to develop and manage services in a complex environment.

You will have first-class communication and influencing skills with a proven track record of achieving results through collaborative working with the added ability to motivate and inspire people to deliver the best possible services.

You will also be able to demonstrate your experience of driving strong operational performance and governance, working collaboratively with stakeholders at all levels and encouraging creativity with a strong collegiate team ethic.



Healthcare Services  
Training & Supplies  
Youth Development  
Volunteering  
Fundraising

## **HOW TO APPLY**

If you believe you possess the required skills and attributes to help us lead the delivery of our strategic vision, pathing the way for future growth, we would love to hear from you!

To apply for this unique and exciting opportunity, please download the attached application form and send it to [Recruitment@sjacymru.org.uk](mailto:Recruitment@sjacymru.org.uk) along with your CV and a statement of suitability (no longer than one page) by Midday on Wednesday 10<sup>th</sup> March 2021

If you have any questions about this role, please contact Helen Smith, Chief Executive at [Helen.Smith@sjacymru.org.uk](mailto:Helen.Smith@sjacymru.org.uk) for an informal chat.