



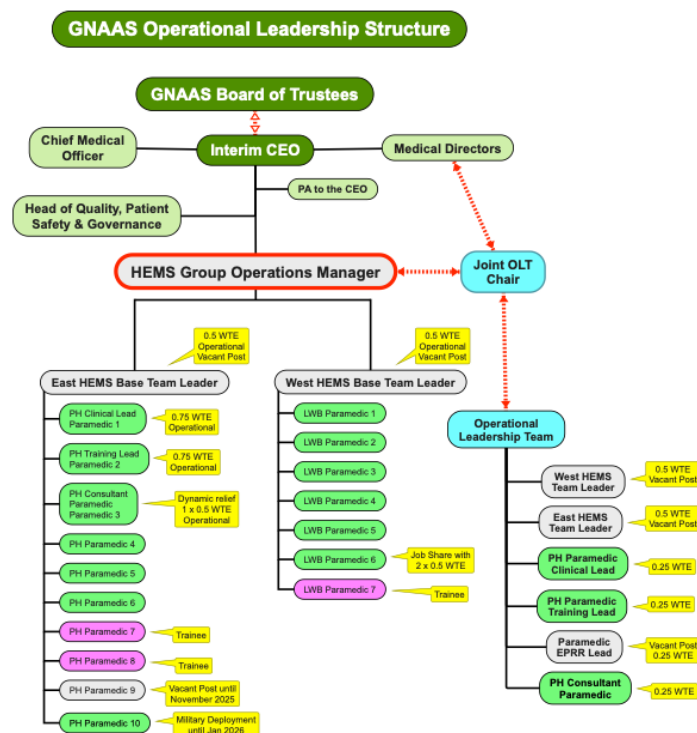
Job Description

Job Title:	GNAAS HEMS Group Operations Manager
Department:	Operations Directorate
Base:	Progress House & Langwathby
Pay Band:	GNAAS Band 8c - £70,100 progressing to £81,400 after 5 years
Appointment	Full Time – 40 hrs per week
Period of Tenure	Permanent
Allowance	5% Aviation allowance if regular TCM exposure is maintained

Organisational Relationships

Responsible to:	GNAAS Charity Board of Trustees
Accountable to:	GNAAS Chief Executive Officer
Key Relationships:	GNAAS Trustees, GNAAS Medical Directors, Head of Quality Safety and Compliance, Lead Paramedic for Clinical Delivery, Lead Paramedic for Training, Lead Paramedic for EPRR, GNAAS Consultant Paramedic GNAAS SLT and Air and Ground Operational Teams, GNAAS HEMS Critical Care Paramedics, Northern Trauma Network, Pre-Hospital Critical Care networks, North East Ambulance Service, North West Ambulance Service.

Organisational Chart



Organisational Mission & Values

GNAAS is a charity-funded Helicopter Emergency Medical Service (HEMS) that works alongside the statutory NHS 999 Ambulance Services as an independent CQC Registered health care provider covering the North East and North West of England. The Charity provides clinical staffing, clinical governance and leadership for the HEMS service in the region and is responsible and accountable for all CQC-regulated activities.

The GNAAS Relationship with the Northern Trauma Network is a unique partnership between the Great North Air Ambulance Service and the Key NHS Stakeholders within the North East and North West of England, providing HEMS to the population of the North East, North West, North Yorkshire and North Lancashire, the southern borders of Scotland, the Isle of Man and beyond.

GNAAS is a successful, regional charity whose mission is to be loved by our communities, renowned as a place to work, sustainable for the future and progressive in our approach.

Our primary concern is the community, the patient, their care and safety, which drives the values of the charity.

**We are Committed, we are Courageous, and we are Caring
We will treat Anyone, Anywhere, Anytime**

Job Role Summary

This is an exciting opportunity to undertake a frontline leadership role responsible for managing the operational delivery of the Great North Air Ambulance Service's (GNAAS) operational, clinical, and aviation components. The role is a senior leadership position within the charity, equivalent to an NHS General Manager post, with leadership accountability and budgetary responsibility for operations delivered across multiple operational sites within the region covered by the Northern Trauma Network. It is accountable directly to the Chief Executive Officer of the charity.

GNAAS is based at two aircraft operation sites - in Teesside in the North East and just outside Penrith in the North West, as well as overseeing a road-based critical care Rapid Response Vehicle (RRV) at both locations. There is also a shared facility night base located within the region, close to the major conurbations of Newcastle & Sunderland.

In addition to overseeing daily operations, the GNAAS HEMS Group Operations Manager will be accountable for strategic planning to ensure continuous and effective operational performance. Support will also be provided to the Head of Quality, Safety and Compliance to ensure ongoing improvement and the successful implementation of strategic plans.

A crucial aspect of this role involves providing day-to-day leadership, supervision and oversight to HEMS Critical Care Paramedic Team Leaders and HEMS Critical Care Paramedics. This includes ensuring they have the necessary support and resources to perform their roles effectively. The GNAAS HEMS Group Operations Manager will promote a safe, professional and inclusive work environment, fostering team engagement and effective communication within the team and across the wider charity, always encouraging openness and inclusivity.

An exclusive aspect of this position is the collaboration with the GNAAS Charity Team. The GNAAS HEMS Group Operations Manager will be responsible for managing external relationships with senior and board-level members of the charity and, on occasion, acting independently of usual line management. They will oversee a range of high-value resources owned by the charity, ensuring their safe and efficient use. Additionally, they will work closely with charity management to maximise resource availability and promote joint working between GNAAS Charity staff and GNAAS Operational staff.

The GNAAS HEMS Group Operations Manager will also be expected to undertake an on-call support function across the broader scope of the charity's operations during out-of-hours periods, supporting other senior on-call colleagues. To maintain strong collaboration with the HEMS clinical workforce and to provide mentoring and staff support, up to 20% of contractual hours will need to involve operational duties, either in a HEMS or RRV capacity to maintain clinical currency in the role.

This role will be responsible for team performance, including clinical KPI's and patient care, as well as team development, overseeing education and training, and mentoring to foster a safe, professional and forward-thinking work environment, encouraging team engagement.

This is a leadership role that requires presence and charisma to lead a highly competent and capable group of operational peers and colleagues, who are functioning at the very top of their game from both clinical and educational perspectives, as well as key interactions with highly skilled consultant doctors who are leading national initiatives. Whilst the post holder will have full autonomy to manage their own time, this is not a role that can be undertaken remotely; it will be necessary to be present at one or other of the charity sites on a full-time basis during your working week, and it will be essential for you to relocate to the operational area to meet the requirements of this role.

Core Responsibilities

- To provide leadership to the operational team to maximise operational availability and effectiveness at both air bases from a HEMS delivery and for the road-based response.
- To directly line manage and provide support to the HEMS Clinical Team Leaders (yet to be appointed), ensuring that they are well-equipped and motivated to effectively lead and line manage operational staff.
- To indirectly line manage and provide support to the HEMS Critical Care Paramedics.
- To be the primary point of contact between the GNAAS Operations and Charity teams and to be an active member of the GNAAS Senior Leadership Team (SLT).
- To work effectively as the co-chair of the Operations Leadership Team (OLT) alongside the GNAAS Medical Director, to achieve wider objectives and key clinical and performance indicators.
- Liaison with the Chief Pilot and other GNAAS senior leaders to ensure effective operations are maintained.
- Oversee the air-desk function and associated IM&T requirements, working with the GNAAS IM&T department.
- To lead in the recruitment and selection of staff for the team.
- Attend meetings and educational sessions on behalf of GNAAS, including Trustee meetings and the staff side Joint Consultative Committee (JCC), as required.
- To provide operational subject matter expertise to the Multiflight Safety Review Board in relation to all matters relating to air ambulance and aircraft operations.
- Be responsible for team delivery and assist other members of the Operations Leadership Team in the following key areas:
 - Creating and maintaining a professional, inclusive and respectful work environment
 - Welfare, support and attendance management
 - Achieving operational performance standards
 - Reducing the number of complaints

- Supporting the Head of Quality, Safety and Compliance
- Achieving clinical quality indicators
- Risk management practice and monitoring of AEM's (Adverse Event Management) notifications within the team
- Health and safety, including accident and incident reporting
- Infection prevention and control
- Supporting the implementation of the clinical governance strategy in conjunction with the GNAAS Medical Director, Chief Medical Officer and GNAAS Paramedic Clinical Lead
- Demonstrate and promote the GNAAS cultural values at all times, ensuring that all team members embrace these values.

Leadership, Management, Training and Supervision Responsibilities

- To provide inspirational leadership, direction, vision and management of the GNAAS HEMS Critical Care Paramedic Team, role modelling organisational values and behaviours.
- To line manage the HEMS Clinical Team Leaders and support the HEMS CCPs, being accountable for appraisals, discussing personal and career development, managing sickness absence, handling disciplinary issues, and providing leadership and mentoring to optimise efficiency.
- Be responsible for organising occupational health referrals. Oversee staff recruitment, managing processes in partnership with the Head of People and Culture.
- Develop, design and ensure the safe and effective delivery of a broad range of exercises with clear aims and objectives. Deliver presentations as a subject matter expert.
- Model a collaborative and influential working style, negotiating with others to achieve the best outcomes. Present complex information on all aspects of functional practice in a clear, understandable and audience-appropriate manner to senior management and board-level groups.
- Support and contribute to formal negotiations with senior staff from external stakeholders, offering expert negotiation skills to secure optimal arrangements.
- Act as the representative for the Head of Quality, Safety and Compliance when required. Attend critical, operational and significant incidents, fulfilling roles such as National Inter-agency Liaison Officer (NILO), Tactical or Strategic Advisor, subject to relevant training and development.
- Provide expert advice and develop guidance for NILOs and incident commanders regarding all matters related to HEMS Critical Care, air ambulances and aircraft operations.
- In the absence of an on-scene Tactical Commander, undertake the role until relieved by the designated Tactical Commander, not exceeding 30 minutes unless circumstances require otherwise, subject to proper training and development.
- If necessary, undertake a specialist command role during incidents such as a Marauding Terrorist Attack (MTA), subject to appropriate training.
- Respond under emergency driving conditions and provide clinical assistance where needed, in accordance with individual clinical skills and scope of practice. Participate in an Operations

on-call rota.

Clinical Delivery

- To keep clear and accurate records, report the relevant clinical findings, decisions made, information provided, and any drugs or treatments given.
- Document any exceptions to, or deviations from, standard practice and the reasons for them. All records should be made at the same time as the events or as soon as possible afterwards, using appropriate documentation.
- Records must be coherent, comprehensive, factually correct and maintain confidentiality.
- Provide clinical supervision to all staff within the team following the GNAAS Clinical Leadership protocols and governance.
- Collaborate with team members in primary response duties for up to 20% of your time, functioning as part of a HEMS crew on a GNAAS Helicopter or RRV.
- Take clinical responsibility for patients under the role holder's care and those under the supervision of other third-party clinical staff, from Paramedics to ECA's, who may partner during operational duties.
- Be continually motivated and motivate GNAAS team members to focus on exemplary operational delivery at all times.
- Ensure effective use of local health system pathways by all GNAAS team members.
- Escalate any gaps in pathway provision to the Clinical Directorate team.
- Provide operational and clinical support and embed an ethos of continual quality improvement within the team.
- Complete regular 1:1 feedback sessions with the GNAAS team and ensure high-quality personal development is a focus for all staff within the team.
- Support members of the team in the safeguarding process, ensuring good quality referrals are made and that relevant people are informed of the case both internally and externally, ie, Clinical Managers, GNAAS Quality, Safety and Compliance team, police or other third parties as necessary.
- Provide (when appropriate) advanced care to certain categories of patients/incidents as per GNAAS clinical protocols/framework and within your agreed competency levels.
- Responsible for the achievement of operational and clinical key performance indicators within the team and developing improvement plans for staff who are not achieving the required standards.
- Ensure the Electronic Patient Record system (EPR) is used effectively by all team members.
- Be prepared to undertake courses and training, including specialist skills, as specified by the Charity as being necessary for the development of the post.

Communication and Relationship Responsibilities

- Maintain regular contact with internal and external stakeholders, including in relation to sensitive, highly complex, contentious and confidential issues, including where there may be barriers to understanding.
- Maintain effective communication with the team and build strong working relationships.

- Provide operational briefings to team members as and when required.
- Ensure that planned corporate messages are communicated effectively to team members, providing clarity and re-assurance when required.
- Undertake effective communication with peers and colleagues from across the organisation, both verbally and in writing.
- Participate, when required, in working groups involving other departments, eg Fleet, HR, Estates, etc.
- Act as the primary point of contact for GNAAS with the Charity team, acting as an ambassador for GNAAS and forging positive relationships with the Charity team to achieve jointly agreed objectives.
- In accordance with the Service Level Agreement, participate in PR activities for the Charity.
- Key relationships include:
 - Own immediate team
 - GNAAS Charity Trustees and Managers
 - Head of Quality, Safety & Compliance
 - Medical Director & Deputy Medical Directors
 - Consultant Paramedic
 - Lead Paramedic for Clinical Development
 - Lead Paramedic for Training
 - GNAAS Health & Safety Lead
 - Other department managers, eg HR, Finance, IM&T
 - Staff-side Representatives
 - External agencies, eg other 999 services

Planning and Organisational Responsibilities

- Responsible for the production and maintenance of relevant long term strategic plans, policies and guidance.
- Ensure the Operational team meets the agreed targets and objectives set by the GNAAS Executive and Trustee Board.
- Plan and prioritise multiple tasks, managing conflicting demands on time and resources, to deliver objectives.
- Work within specific regulations, governance arrangements, and ethical frameworks as an independent healthcare provider to the NHS, ensuring the team's compliance with appropriate regulations.
- Ensure team members comply with Health and Safety legislation, as well as regulations relating to civil aviation as appropriate, and actively contribute to an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of the team.
- Work in partnership with GNAAS facilities manager to develop, maintain and test Business Continuity Plans.

- The post holder is the Information Asset Owner for the operational aspects of the Great North Air Ambulance Service.
- The post holder is the Sustainable Action Lead for the operational aspects of the Great North Air Ambulance Service.

Analytical and Judgemental Responsibilities

- The post holder will adopt, when appropriate, problem-solving strategies to ensure the effective day to day delivery of service, both in terms of patient care and managerial and leadership obligations.
- Manage risks of all kinds in accordance with the Trust's Risk Management Strategy and procedures, investigating and reporting on incidents as required.
- Interpret complex facts or situations in order to make judgements where there are conflicting views.
- Review and investigate clinical and operational incidents and concerns, undertaking root cause analysis, corrective and preventative actions. Identify trends and lessons learned for the team in conjunction with clinical and operational leadership team colleagues.
- Interpret national and clinical guidance in order to inform decisions where there may be more than one course of action.

Financial, Physical and Information Resource Responsibilities

- To be conversant with relevant legislation and regulations in the field of air ambulance operations.
- To be responsible for and manage the GNAAS Operational Air Ambulance budget lines, anticipating and taking early actions to mitigate any financial imbalance.
- To be jointly responsible with the GNAAS Senior Leadership Team for the management of physical assets at both air bases, acting as a designated signatory within the GNAAS scheme of delegation.
- Ensure that business cases for investment are effectively developed and costed with appropriate risk management.
- To be responsible for implementing, operating and maintaining information systems, adapting where necessary to suit changing information needs.
- Ensure operational readiness of air ambulance and RRV assets at all times outside of pre-scheduled maintenance periods.

Policy and Service Development Responsibilities

- Produce reports within the area of responsibility for the Chief Executive Officer and Trustee Board and sub-committees, adhering to deadlines.
- Develop, implement and monitor a range of policies and procedures which will contribute to the operational and strategic development of the service.
- Monitor, interpret and quality assure progress against deliverables.

- Implement business plans and provide expert strategic and policy advice and guidance as an active member of the GNAAS Senior Leadership Team.
- Organise and chair working and focus groups.
- Develop plans, seize opportunities, mitigate threats and deliver the GNAAS strategic objectives.
- Conduct internal and external audits.

Corporate Responsibilities

- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
- Mandatory training requirements that are relevant to the post must be decided during the Personal Development Review, and a training plan must be developed.
- Staff should be aware of their individual responsibilities under the Equality Act 2010 and ensure that they adhere to the provisions of the organisational equality policies.
- Individuals are required to comply with all organisational policies, procedures and protocols in place within GNAAS.
- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

Safeguarding Children

- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all clinical staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding Adults

- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.

- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

Disclosure and Barring Service Check

- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

Prepared/Reviewed by: Chief Executive Officer

Approval Date:

Review Date:

Person Specification

Factors	Description	Essential/ Desirable	Application/ Interview
Skills/ Competencies	<ul style="list-style-type: none"> • Effective engagement and influencing skills with stakeholders of differing seniority 	Essential	
	<ul style="list-style-type: none"> • Effective communicator (both verbal and written) 	Essential	
	<ul style="list-style-type: none"> • Proficient in the use of Microsoft Office 365 applications 	Essential	
	<ul style="list-style-type: none"> • Proven clinical skills and experience and commitment to delivering high standards of patient care 	Essential	
	<ul style="list-style-type: none"> • Ability and experience to make sound clinical decisions often at short notice during high tension events 	Essential	
	<ul style="list-style-type: none"> • Ability to maintain high standards of clinical care and health and safety even in stressful and challenging situations 	Essential	
	<ul style="list-style-type: none"> • Ability to provide structured briefings during an incident and post-incident debriefs 	Essential	
	<ul style="list-style-type: none"> • Ability to actively contribute to multiagency post-incident structured debriefs and recommend changes for improvement where required 	Essential	
	<ul style="list-style-type: none"> • Understanding of the GNAAS risk management system and ability to undertake formal dynamic risk assessments and manage risks in accordance with these procedures 	Essential	
	<ul style="list-style-type: none"> • Understanding of and have demonstrable commitment to Equal Opportunities and Diversity, both as a colleague and as a provider of a service to the public 	Essential	
	<ul style="list-style-type: none"> • Ability to conduct thorough investigations in accordance with GNAAS procedure, completing relevant paperwork in a timely manner 	Essential	
	<ul style="list-style-type: none"> • Knowledge of the GNAAS procedures regarding disciplinary, absence management, issue resolution and personal development reviews 	Essential	

Qualifications/ Knowledge	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of relevant knowledge and experience 	Essential	
	<ul style="list-style-type: none"> • Evidence of study at a higher level, at least post-grad diploma or equivalent, having attained or working towards a master's level qualification. 	Essential	
	<ul style="list-style-type: none"> • Qualified Paramedic (HCPC registered) with at least 5 years post registration experience 	Essential	
	<ul style="list-style-type: none"> • HEMS CCP trained, or willingness to undertake relevant training within 3 months of being in role 	Desirable	
	<ul style="list-style-type: none"> • Knowledge and understanding of equality and diversity issues 	Essential	
	<ul style="list-style-type: none"> • Entitlement to drive in the UK including categorised as C1 and D1 	Essential	
	<ul style="list-style-type: none"> • Blue Light Emergency driving qualified with a re-evaluation in the last 2 years 	Essential	
	<ul style="list-style-type: none"> • Prepared to undertake additional training as specified by GNAAS within 12 months of starting post 	Essential	
	<ul style="list-style-type: none"> • Experience of managing budgets with evidence of training in at least to the NHS HFMA basic standards or equivalent 	Desirable	
Experience	<ul style="list-style-type: none"> • Experience in a HEMS CCP Paramedic role 	Desirable	
	<ul style="list-style-type: none"> • Experience in delivering learning and mentoring to staff 	Essential	
	<ul style="list-style-type: none"> • Experience of supporting staff in achieving effective and safe clinical practice 	Essential	
	<ul style="list-style-type: none"> • Evidence of proactive approach to own CPD and development of professional practice 	Essential	
	<ul style="list-style-type: none"> • Experience in Partnership working with various stakeholders including staff side union groups 	Essential	
	<ul style="list-style-type: none"> • Experience of supporting and mentoring staff in achieving effective and safe clinical practice 	Essential	
	<ul style="list-style-type: none"> • Successful completion of all HEMS competencies 	Essential	
	<ul style="list-style-type: none"> • Experience of financial budget responsibility and management of pay and non-pay budgets 	Essential	

Personal/Other	<ul style="list-style-type: none"> • Evidence of effective leader/manager of a team 	Essential	
	<ul style="list-style-type: none"> • Demonstrates sensitivities to the needs of an individual or group 	Essential	
	<ul style="list-style-type: none"> • Demonstrates commitment to and enthusiasm for facilitating personal development 	Essential	
	<ul style="list-style-type: none"> • Able to prioritise tasks and manage conflicting demands on time and resources to deliver objectives 	Essential	
	<ul style="list-style-type: none"> • Good interpersonal skills and able to develop effective working relationships and demonstrate professional credibility with colleagues 	Essential	
	<ul style="list-style-type: none"> • Able to initiate problem-solving strategies to ensure effective day to day delivery of service 	Essential	
	<ul style="list-style-type: none"> • Self-motivated, able to work on own initiative 	Essential	
	<ul style="list-style-type: none"> • Able to lead with inspiration and work effectively as part of a team 	Essential	
	<ul style="list-style-type: none"> • Able to pass a fitness test and maintain a specific level of fitness 	Essential	
	<ul style="list-style-type: none"> • Flexibility required surrounding shift and time away from home, including the requirement to attend residential training courses to achieve required standards 	Essential	



Job Risk Profile HEMS Group Operations Manager						
This Role Involves	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights/objects between 6 to 15 Kg	X				X	Manikins, personal protective equipment and equipment on vehicles and aircraft
Lifting weights/objects above 15 Kg	X			X		As above. In addition to patients
Using equipment to lift, push or pull patients/objects	X			X		Stretchers, patients, equipment
Lifting heavy containers or equipment	X			X		Equipment on vehicles or on station
Running in an emergency	X			X		Time critical incidents
Driving alone/with passengers/with goods	X				X	Responding to incidents
Invasive surgical procedures	X				X	At incidents due to the HEMS Clinical Scope of Practice
Working at height	X		X			At incidents
Concentration to assess patients/analyse information	X				X	Part of HEMS role to assess patients at incidents
Response to emergency situations	X				X	Part of core role to respond to emergencies
To change plans and appointments/meetings depending on the needs of the role	X				X	Due to nature of role, be able to change plans due to emergency incidents occurring and responding to these

This Role Involves	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Clinical Interventions	X				X	Part of HEMS role and role as a paramedic
Informing patients / family / carers / stakeholders of unwelcome news	X				X	At incidents or at hospital to keep relatives informed
Caring for terminally ill patients	X				X	Part of role as a paramedic
Dealing with difficult family situations	X				X	Part of role as a paramedic – dealing with conflict or family dispute
Caring for/working with patients with severely challenging behaviour	X				X	When treating patients with mental health problems or violent/aggressive patients
Typing up of minutes/case conferences	X		X			At governance days
Clinical hands-on patient/client care	X				X	Part of role as a paramedic
Contacts with blood/bodily fluids	X				X	Part of role as a paramedic. Especially as HEMS, attending patients who have suffered from traumatic incidents
Exposure to verbal aggression	X			X		Dealing with patients
Exposure to physical aggression	X			X		Dealing with patients
Exposure to unpleasant working conditions dust/dirt/fleas	X				X	Part of Paramedic role
Attending the scene of an emergency	X				X	Part of Paramedic role

This Role Involves	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Food preparation and handling		X				
Working on a computer for majority of work	X				X	When carrying out staffing, information gathering and staff management
Use of road transport, travelling at high speeds and claiming traffic exemptions when safe to do so	X				X	Driving to emergencies on blue lights and sirens
Use of rotary aircraft transport, travelling at height and high speed	X				X	Part of HEMS Paramedic role
Use of aircraft communications systems, listening to critical messages through helmet-mounted audio equipment	X				X	Part of Paramedic Technical Crew Member (TCM) role
Use of in-flight navigation equipment and screen-based technologies	X				X	Navigating to incidents when operating as a TCM