

SERVING WALES.
SAVING LIVES.



Operations Assistant

Join the *Wales Air Ambulance Team*



Elusen
Ambiwylans Awyr
CYMRU
WALES
Air Ambulance
Charity





About Wales Air Ambulance

Wales Air Ambulance delivers advanced lifesaving medical care to people across Wales, 24/7. We are the only air ambulance charity, based in, and dedicated to, the people of Wales and rely entirely on your charitable donations to raise £11.2 million every year to keep the helicopters in the air and rapid response vehicles on the road.

With a motto of “Serving Wales, Saving Lives” and a Royal Patron, His Royal Highness, The Prince of Wales, who himself has been an active HEMS (Helicopter Emergency Medical Services) pilot, we are absolutely committed to delivering the very best service we can for the people of Wales.

We have successfully grown our service over the last twenty three years from a single aircraft operating five days a week from a single base in South Wales to the four aircraft 24/7 service model that we have today.

We are on standby to attend those suffering a life or limb-threatening injury or illness, with some of the most advanced air ambulances and rapid response vehicles in the UK. Our Charity is delivered via a unique Third Sector and Public Sector Partnership. The Emergency Medical Retrieval and Transfer Service (EMRTS) supplies highly skilled NHS consultants and critical care practitioners who work on board our vehicles.

With bases across Wales, the highly skilled crew on board can carry out medical procedures which would usually only be available within a hospital setting. They can deliver blood transfusions, administer anaesthesia and undertake emergency operations at the scene of an incident, before taking the patient directly to specialist care. For the patient, this can mean hours saved in receiving the appropriate treatment when compared to standard care.

Our ambition knows no bounds and we strive to continually innovate – from leading the field with our clinical research and development to using robotics to automate our Lottery administration.

We are a proud employer of over 100 passionate employees who undertake a range of functions, all of which support our lifesaving work across Wales. We are equally proud of our volunteers who selflessly give us the gift of their time to help us in our work.

We are driven by our Values, which sit at the heart of everything that we do, and we are committed to doing the right things for our patients, their families and our supporters. Teamwork is very important to us and is vital to the delivery of our strategic ambitions. Our mantra is being greater than the sum of our parts – every single person makes a difference to our work.

Our Teams

- Fundraising
- Communications
- Retail and Transport
- Human Resources and Volunteering
- IT
- Finance
- Operations (Health and Safety, Facilities Management, Infrastructure)



Our Mission

To deliver lifesaving, advanced medical care to people across Wales, whenever and wherever they need it.

Our Vision

To improve the lives of patients and their families by being a world leader in advanced, time-critical care.

Our Values

Trustworthy

We act with uncompromising integrity in everything that we do

Passionate

We are heartfelt in our commitment to delivering the best possible outcomes for the people of Wales and believe in everything that we do and say

Ambitious

We look beyond the present to deliver future value.

Responsible

We care about doing the right thing and taking ownership for our actions and our results.

We offer the following Benefits

- 25 days annual leave, increasing based on time served plus Bank Holidays with the option to buy extra days
- Enhanced Family Friendly pay
- Enhanced Occupational Sick Pay after successful completion of a 6 month probation period
- Life Insurance
- Flexible working opportunities and hybrid working
- We pay up to 6% employer contribution rate on pensions
- Free and confidential Employee Assistance Programme, available 365 days a year
- Occupational Health services
- Annual employee conference
- A range of development and learning
- Full access to Healthcare Cashplan



"Each and every person at the Charity is working towards the same goal, to serve the people of Wales, and save lives. Everytime I see a Wales Air Ambulance helicopter or rapid response vehicle, I feel a huge sense of pride, knowing that I have played my part in ensuring that the medics and pilots can attend those who are facing life or limb threatening injuries. For me, it doesn't get much more important than that."

The Role

We are seeking a proactive Heliport Operations Assistant to support the safe and efficient running of daily heliport operations. This is a varied role suited to someone who thrives in a dynamic environment and is passionate about aviation safety and operations.

The Operations Assistant plays a vital role in supporting the day-to-day functioning of the heliport. This position involves a combination of operational, safety, administrative, and customer service responsibilities to ensure the heliport runs smoothly, safely, and in compliance with aviation regulations.

Reports to Airbase Manager.

Hours 24 hours per week – Part Time
Frequent weekend working is necessary and a flexible approach to roster changes is required.

Location Cardiff Heliport.

Salary £16,187 per annum.



Main Duties and Responsibilities

Responsibilities will include but will not be restricted to:

- Conduct aircraft refueling operations, ensuring adherence to safety and environmental standards.
- Complete routine fuel checks, including fuel quality sampling, and stock monitoring.
- Assist with fuel deliveries, including offloading, storage management, and documentation.
- Communicate with aircraft via radio providing situational awareness for Pilots and operational information that is useful for the safe and efficient conduct of flights.
- Monitor heliport activities and assist with aircraft ground movements.
- Monitor and enforce heliport safety procedures and aviation regulations.
- Participate in emergency response drills and assist during incidents.
- Perform aviation firefighting duties, including operating firefighting equipment and responding to aircraft emergencies.
- Carry out statutory health and safety compliance checks, including inspections of equipment, facilities, and operational areas.
- Ensure all operations comply with aviation standards, health and safety legislation, and company policies.
- Assist in maintaining a secure heliport environment, monitoring site access and ensuring only authorised personnel enter restricted areas.
- Conduct routine security checks of the perimeter, facilities, and equipment.
- Report and respond to any suspicious activity or security breaches.

Main Duties and Responsibilities continued

- Assist with the maintenance of airfield grounds, including vegetation control, surface inspections, and upkeep of key safety areas.
- Report any hazards or maintenance issues affecting operational safety.
- Support seasonal and weather-related maintenance tasks as required.
- Maintain cleanliness and tidiness of heliport facilities, including customer areas, staff facilities, and operational areas.
- Support general upkeep to maintain a professional and safe working environment.
- Escort visitors and contractors within the heliport in accordance with security and safety procedures.
- Provide safety briefings and site inductions to visitors as required.
- Ensure all visitor activities comply with heliport access and operational protocols.
- Maintain accurate fuel records, operational logs, and safety documentation.
- Assist with data entry, filing, and reporting for operational and compliance purposes.
- Liaise with pilots, customers, visitors, and contractors to ensure smooth operations.
- Any other such duties as may reasonably be required by the management team.



Other Duties and Responsibilities

- Promote and uphold the Charity's Mission, Vision and Values in all aspects of work.
- Contribute to departmental evaluation reports on performance.
- Stay up to date on current related-industry trends and share best practice with colleagues.
- Carry out other duties identified by the manager to achieve the overall objectives of the service.
- Adhere to our health and safety policy and procedures, identify hazards, and undertake appropriate risk assessments as required.
- Keep up to date with, and understand, legislative changes, particularly in relation to GDPR.
- To foster good working relationships with all the Charity's employees, volunteers, partners, and stakeholders, treating all individuals with respect, courtesy and dignity.
- To be a good representative of the Charity and ensure positive relationships with customers and the local communities.
- Actively support and promote the Charity and all its policies.

Training Requirements

- Occupational health assessment as part of onboarding and periodically thereafter.
- Completion of aviation firefighting training.
- Fuel handling and quality control training.
- Obtain a Radio Operator's Certificate of Competence (ROCC).
- Aviation security awareness training.
- Manual handling and equipment operation training.
- Ongoing refresher training and competency assessments as required by regulatory and company standards.



Person Specification

Experience Skills & Knowledge: Essential Criteria

Candidates **must** be able to demonstrate the following

- Strong communication skills, including good command of written and spoken English.
- Ability to work under pressure and adapt to changing priorities.
- Basic IT proficiency (Microsoft Office, operational systems).
- Willingness to work flexible hours, including weekends and bank holidays.
- Physically fit and capable of performing firefighting duties.
- Willingness to work outdoors in varying weather conditions.
- Attention to detail and pride in maintaining a clean and safe environment.
- Understanding of health and safety regulations and ability to carry out compliance checks.
- Willingness to undergo and maintain occupational health clearance.
- Professional and courteous approach to customers, visitors, contractors, and stakeholders.
- Ability to work as a part of a multi-disciplinary team.
- Discretion and the ability to work in an environment with confidential and sensitive information.
- Valid driving license.
- An interest in the service and the work of the wider organisation.

Desirable Criteria

- Previous experience in aviation, transport, or logistics.
- Aviation safety training or certification.
- Experience in groundskeeping or airfield maintenance.
- Experience with aviation fuel systems.
- Health and safety qualification (e.g., IOSH, NEBOSH)
- Awareness of aviation security protocols and procedures.
- Holder of a first aid at work certificate.
- Fire-fighter experience.
- Holder of Radio Operator's Certificate of Competence (ROCC).
- Experience of working in the Charity sector
- Welsh speaker

We welcome applications from all candidates regardless of their sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity status.

As an all-Wales Charity, committed to helping others, we will seek to make reasonable adjustments to overcome barriers to employment caused by disability and/or neurodiversity, and encourage applications from these candidates. If you require any reasonable adjustments please contact PSR on 01242 691683. We guarantee to offer an interview to those who meet the minimum criteria, disability or not.

Rehabilitation of Offenders Act 1974

Under the above Act, most sentences awarded by a Court for criminal offences may be regarded as being spent and disregarded, for most purposes after a specific period of time and need not be disclosed. The Wales Air Ambulance Charity will not discriminate unfairly against applicants who declare a criminal conviction or other information.

We are flying into a fairer future, join us on that journey.

Data Protection

The information you provide in your application will be used by Wales Air Ambulance to assess your suitability for the role you have applied for. We will not use your personal data for marketing or fundraising purposes (unless you have previously supported Wales Air Ambulance) and we will not share your data with any third parties for their marketing purposes.

Further information about how we protect and use your personal data is set out in our Job Application Privacy Notice available on www.walesairambulance.com.

