**Job Description**

**Job title**: Operations Support Officer

**Reporting to:** Head of Operations

**Location:** Cornwall Air Ambulance Headquarters, Trevithick Downs, Newquay.

**Hours:** 37.5 hours per week

**Job Purpose**

Provide administrative, logistical and operational support to help develop the Operations Department within Cornwall Air Ambulance Trust. The postholder will be responsible for coordinating resources and tasks including the maintenance and servicing of equipment and vehicles whilst ensuring all aspects of the charity’s aviation and Health & Safety are Health, Safety, Security and Environment (HSSE) compliant. Assist the Air Operations Officer (medical) with collating and monitoring of training, medical appointments and commercial travel for pilots and paramedics as well as producing, maintaining and circulating operational flight statistics, rotas and calendar of activities.

**Key Responsibilities**

1. Assist in the coordination, administration and execution of daily operational tasks by monitoring and reporting on the progress of ongoing projects and operations.
2. Assist and support the Facilities and Assets Manager in ensuring all aspects of Health and Safety of Cornwall Air Ambulance Trust’s aviation are HSSE compliant this includes managing the annual calendar of servicing ensuring all equipment is compliant; equipment includes but not restricted to fire extinguishers, Fuel Bowser servicing, aircrew helmet servicing and heating servicing.
3. Support the Head of Operations and Facilities and Assets Manager with general administration including minute taking of all Health and Safety and Operational meetings.
4. Monitoring of Operational Department against key quality and safety metrics using Microsoft packages, such as the helicopter and vehicle availability. Identifying issues, taking corrective action where needed whilst communicating and escalating matters to the Head of Operations as required.
5. Manage the safe and efficient hosting of airside visitors to Cornwall Air Ambulance Trust HQ when directed by Head of Operations.
6. Assist the Unit Chief Pilot and Air Operations Officer (medical) with coordinating key personnel training and administration which includes monitoring, planning and booking of medical appointments, plus commercial travel through our monitoring software and requalification management tool.
7. Assist the Unit Chief Pilot and Air Operations Officer (medical) with ad-hoc projects to enhance airside operations, as and when directed by the Head of Operations.
8. With the support of the Unit Chief Pilot and Air Operations Officer produce and circulate, on a regular basis, the operational flight statistics, rotas and calendar of activities.
9. Assist and support the Operation Department with flight safety matters including keeping the hangar and air base clean and tidy. Ensure any maintenance issues are addressed and reported to the Head of Operations.
10. Support the Facilities and Assets Manager with supervision of all airside maintenance and contractors.
11. Ensure all aviation and medical equipment and specialist clothing requiring maintenance, servicing and repairs are carried out in accordance with appropriate guidelines and regulations.
12. Provide, develop and coordinate management information data to inform Trust decision making and assist in the monitoring of services through reporting.
13. Monitor and audit the implementation of Trust policies, procedures and standards in conjunction with Operation requirements, reporting to the Head of Operations any concerns with irregularities and effectiveness.
14. Manage security arrangements for Head Office premises, equipment, stock and stores.
15. Manage airside pass applications for appropriate personnel in liaison with Newquay Airport Security staff.
16. Support the Head of Operations in the delivery of projects to enhance and develop the airside facilities and premises used by the charity. To include project management as necessary, liaising with contractors and suppliers and providing regular updates to the Head of Operations.

**Requirements for Role:**

Basic DBS check

**Values**

All staff must embody Cornwall Air Ambulance Trust’s (CAAT) values and conduct business in a manner that reflects the values of our brand:

* **Kindness**

Showing compassion, empathy, and consideration towards others, fostering a positive and supporting environment.

* **Respect.**

Recognising the worth and value of others, embracing diversity and treating everyone with dignity

* **Integrity**

Standing true to moral principles, being honest and acting with consistency and transparency.

* **Progressive**

Embracing innovation, challenging the status quo, and continuously evolving for a better future.

* **Teamwork**

Working towards a common goal, combining individual strengths for collective success

This job description should be regarded only as a guideline of the duties required and is not definitive. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the job holder.

The job holder is required to act at all times in accordance with the Trust’s agreed policies and procedures.

The post holder should sign below to confirm they understand the information provided in this job description.

Signed:

Date:

**Person Specification**

**Operations Support Officer**

**Based at Charity Headquarters, Newquay**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attributes** | **Requirements** | | **Method of Assessment** |
| **Essential** | **Desirable** |
| **Qualifications, training & professional membership** | GCSE English and Mathematics or equivalent |  | Application Form |
| **Knowledge & experience** | Proven administration experience | General knowledge of Health and Safety in the workplace | Application Form  Interview |
| **Skills & abilities** | Ability to build effective, sustainable relationships with key stakeholders.  Good problem solving and time management skills.  Excellent communication and interpersonal skills  Ability to prioritise multiple work streams and effective working at time of high pressure / demand.  High level of accuracy and meticulous attention to detail.  Excellent IT skills including MS Office packages, in particular Outlook, Word, Excel, Power-point and CRM databases |  | Application Form  Interview |
| **Personal qualities** | Act with diplomacy and integrity at all times  Positive, proactive and reliable.  Self-motivated to work alone and effectively as part of a team  Professionalism  Positive, ‘Can-do’ attitude | Enthusiasm and passion for Cornwall Air Ambulance’s work | Interview |
| **Other** |  | Full UK driving license |  |