

ASSISTANT MANAGER

SHREWSBURY

15 hours per week (may include weekends)

£12.52 per hour

About us

Midlands Air Ambulance Charity is an independent health care provider and is rated outstanding by the Care Quality Commission (CQC). We are responsible for delivering a pre-hospital emergency helicopter led service across the Midlands Region - we proudly serve the diverse communities of Gloucestershire, Herefordshire, Shropshire, Staffordshire, Worcestershire and the West Midlands.

Midlands Air Ambulance Charity (MAAC) is the largest Air Ambulance Charity in England serving a population of nearly seven million over six counties. We are an established healthcare provider with over three decades of experience. Our core organisational divisions include:

Emergency critical care service - our three airbases play a pivotal role in delivering rapid critical prehospital emergency medical care, by ensuring that residents across the Midlands region have access to a network of air ambulance helicopters within 10 minutes. We provide a pre-hospital helicopter-led service, 24/7 operations, 365 days a year, to residents and visitors across the Midlands region, bringing hospital-level procedures and medicines to the patient at the scene of an accident or incident.

Charitable programme - we raise funds for our lifesaving service and play an active role within the communities of the six counties that we serve. We provide education programmes, volunteering opportunities and social engagement activities to support with community cohesion and wellbeing.

Retail network - we have a growing portfolio of charity shops which contribute towards raising funds for helicopter and critical care car missions. We also support environmental and ethical causes as part of our wider societal role.

Training provider - we deliver community life skill sessions, such as CPR, bleed control and defibrillation usage, alongside CPD accredited courses, ranging from workplace first aid training to specialist pre-hospital clinical training.

The organisation is driven by a longstanding and deep-rooted 'One Team' ethos:

Vision - Saving Lives by Saving Time - Today, tomorrow, and in the future.

Mission - To provide patients with outstanding pre-hospital care and life saving intervention through the operation of helicopter-led emergency medical services.

Values - Receptive, Recognition, Relevant, Respectful and Responsible

About the role

We are seeking a dynamic and innovative person to work as part of a team with the Shop Manager at our Shop in Shrewsbury. As well as deputising for the manager on occasion, you will work together to maximise the shop sales and identify new income opportunities.

You will also enjoy the freedom of working with each other to set the direction of the shop at a local level, as well as assisting to lead a team of our brilliant volunteers. So being bored is not an option!

Please refer to the job description and person specification for further information.

About you

You will have experience of supervising and working within the charity or not for profit sectors alongside significant retail knowledge and experience.

Demonstrating emotional intelligence, it is essential that you are a strong team player and can inspire and motivate those around you. You will be highly organised with the ability to prioritise as well as bringing excellent communication skills with the confidence to provide excellent customer service internally and externally.

If you are looking to join a supportive and high-functioning team and bring a clear alignment to the mission and values of the Charity, then we would welcome your application.

You will join a friendly and inclusive team which provides support for the charity's vital life-saving service. Following completion of a six-month probationary period, we offer up to 6% employer pension contributions, a health cash plan which covers a wide range of healthcare treatments and life insurance.

How to apply

Please download the attached application form or send a full up to date CV with covering letter to introduce yourself and highlighting key achievements and experience relevant to the role and send to recruitment@midlandsairambulance.com.

Please be advised that our shortlisting selection process is anonymised, and all personal information is removed from applications before being presented to the interview panel. This aims to eliminate unconscious bias, encouraging equality and diversity among our workforce.

Midlands Air Ambulance Charity reserves the right to bring forward the closing date of any of its job vacancies if we receive a suitable number of quality applications from which to make a shortlist. Therefore, we recommend that you apply as soon as possible rather than wait until the published closing date.

Other information

We are committed to safeguarding and promoting the welfare and safety of all our stakeholders and expect all our staff to share this commitment. Post holders will be subject to a satisfactory Disclosure and Barring Service check (DBS).