



NHS

London Ambulance Service
NHS Trust

Non Executive Director Candidate information pack April 2025



H Hunter
Healthcare

We value and promote diversity and are committed to equality of opportunity for all and appointments made on merit. We believe that the best boards are those that reflect the communities they serve.

We particularly welcome applications from women, people from black and minority ethnic communities, and disabled people who we know are under-represented in chair and non-executive roles.

Our recruitment processes are conducted in accordance with the Code of Governance to ensure a fair and open process where the best people, from the widest possible pool of candidates, are appointed.

Welcome

Hello and thank you for your interest our non-executive director role.

We are looking for a new team member to join our inclusive Board and work with colleagues to help take the Trust from Good to Great. As the only pan-London NHS provider, we are particularly keen to consider candidates who are rooted in the communities we serve and who can bring experience of building successful alliances and strong relationships with a broad range of partners.

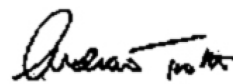
This pack contains a lot of information about what we do and who we are and the person specification on page 11 will tell you more about the sort of person we think we need. However, we recognise that people can sometimes be put off applying for a job unless they think they match every requirement. Don't let that hold you back.

If you are excited about the role, think you can do much of what we have described, but aren't sure if you are quite who we're looking for, please do contact us.

We are an inclusive employer and welcome applicants from all backgrounds to ensure that our Board reflects the diversity of our communities and encourages diversity of thought.

If you would like to have an initial conversation, please call or email our recruitment partners Jenny Adrian and Rhiannon Smith, at Hunter Healthcare on: 07939 250362 or jadrian@hunter-healthcare.com

We look forward to hearing from you.



Andrew Trotter OBE, QPM

Chair

London Ambulance Service NHS Trust



About LAS

London Ambulance Service (LAS) is the only London-wide healthcare provider, making us one of the largest and busiest ambulance services in the world.

We respond to more 999 and 111 calls than any other ambulance service in the country, and operate a number of specialist teams to provide tailored care to people's needs – this includes our mental health joint response cars (where a paramedic is teamed with a mental health practitioner) and our joint community response teams who care for frail older people in their own homes.

We attend more than 2,700 patients every day. Our patients, staff, volunteers and communities are at the heart of what we do, and we involve them in helping to shape our work and the care we provide. As a large NHS organisation caring for the whole of London, we are responsible for ensuring our services and employment practices are accessible and inclusive for the diverse communities we serve and the people we employ or who volunteer with us.

A growing part of our work is supporting patients who need non-emergency care (also known as urgent care) and ensuring that patients access the most appropriate care service to meet their needs through NHS 111 and the integrated clinical assessment service. We are now the lead provider of this service in three of the five care systems in London, with a key role to play in the remaining two.

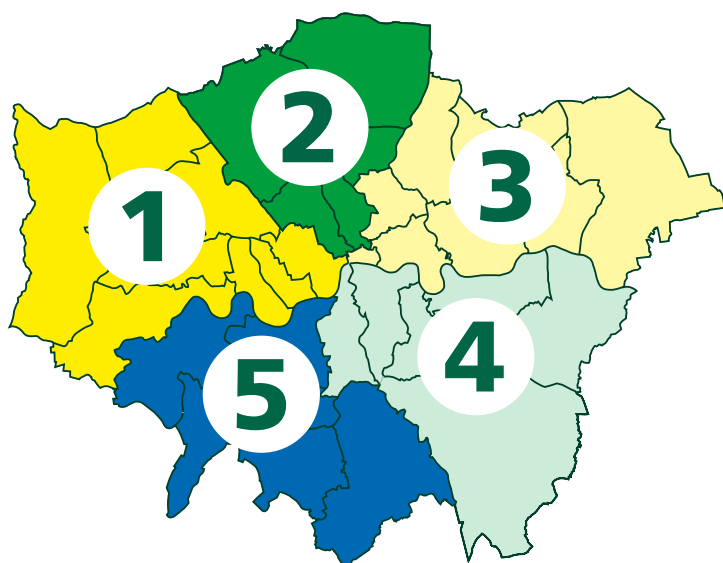
Thanks to our specialist, tailored approach to providing care, we now take fewer than half our patients to hospital and work with our health and care partners across London to develop effective care pathways to help make that happen.

Working in partnership

We are part of London's five integrated care systems (ICSs) – North West London (1), North Central London (2), North East London (3), South East London (4) and South West London (5) – which bring together health and care organisations to deliver care.

Across our ICSs we work with five integrated care boards, 33 borough councils, 42 NHS trusts including mental health acute and community hospitals, over 200 primary care networks, and hundreds of voluntary sector organisations. We work closely with partners such as the London Air Ambulance, the Metropolitan Police, British Transport Police, and the London Fire Brigade.

Each ICS has a health and care strategy addressing the needs of the population which vary significantly across and within boroughs.



Our Strategy 2023-28

Our vision is to deliver outstanding emergency and urgent care whenever and wherever needed for everyone in London, 24/7, 365 days a year.

Our strategy 2023-2028 outlines how we plan to achieve this, and is centred upon three missions focused on:

- **Our care** – delivering outstanding emergency and urgent care whenever and wherever needed
- **Our organisation** – being an increasingly inclusive, well-led and highly skilled organisation people are proud to work for
- **Our London** – using our unique pan-London position to contribute to improving the health of the capital

To achieve these three missions we have set ourselves 50 commitments to deliver over the next five years. In developing these ambitious commitments, we have engaged extensively both inside our organisation, with our partners and with our patients, and we have analysed population trends and horizon scanned the future.



Values and behaviours

We seek to live up to Our LAS Values and behaviours with all of our patients, communities, colleagues and other partners across London.



VALUES	BEHAVIOURS
Caring	<ul style="list-style-type: none"> Kindness – be caring and compassionate, polite, welcoming, approachable Positive – embrace change, be enthusiastic and optimistic, proactive Empathetic – put myself in other people's shoes, consider other perspectives Listening – hear others, be open, approachable, give others space to speak
Respect	<ul style="list-style-type: none"> Equity – be fair, embrace diversity, accept others for who they are Inclusive – advocate for others, ask for input, seek out alternative views Understanding – be interested in others' feelings, stories and backgrounds Appreciative – offer descriptive praise, seek out feedback, value others
Teamwork	<ul style="list-style-type: none"> Supportive – offer help when you notice others need it, check in regularly Collaborative – seek opportunities to work together, communicate, clarify Professional – be accountable, responsible for my attitude, calm and reassuring Integrity – be honest, share learnings, act in others' and LAS' best interests



A day in the life of LAS

We answer
5,700
calls in 999



999

We answer
6,000
calls in 111

111

We help:

240
fallers

230
patients with
breathing problems

200
patients reporting
chest pain

Deliver **4** babies



We respond to:

34
cardiac arrests

34
suspected
strokes

8
suspected
heart attacks



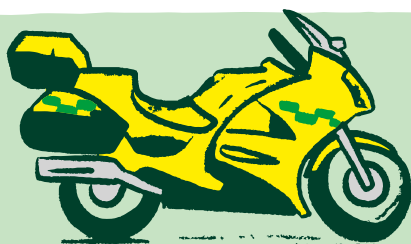
Our fleet



400
ambulances



80
rapid response
cars



10 motorcycles



20 bicycles



Our people

Over

10,000

people working, studying
and volunteering with us



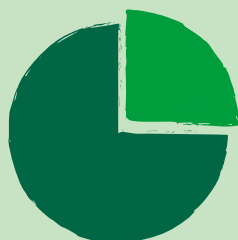
1,900

operational support
and corporate staff



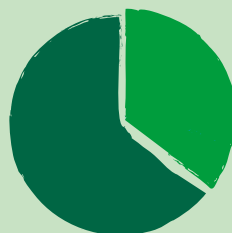
6,800

operational staff



25%

from an ethnic
minority background



35%

of new recruits in
2024/25 from an ethnic
minority background



53%

of staff trust-wide
are female



44%

of staff are Band 7
or above

170

volunteers



Our social media posts were seen

63 million

times in a year



Person specification

Essential criteria

You will need to have a genuine commitment to patients and the promotion of excellent health care services.

The Trust is keen to attract applicants from a clinical background that have a demonstrably strong track record in clinical leadership and clinical quality improvement.

The Trust is actively working towards a diverse, gender balanced and representative workforce and welcome and encourage applications from all parts of their communities. The Trust is working hard on a range of diversity issues and is making great progress; however we acknowledge that there is still much to do and the successful applicant together with the Board will provide senior leadership and support to the Trust to address the challenges faced by the sector.

You will need to be able to demonstrate you can use your experience to:

- work alongside other non-executives and executive colleagues as an equal member of the Board
- bring independence, external perspectives, skills and challenge to strategy development
- hold the executive to account by providing purposeful, constructive scrutiny and challenge
- shape and actively support a healthy culture for the Trust

All non-executive directors must **champion the standards of public life** – by upholding the highest standards of conduct and displaying the principles of selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

As a future NHS leader, the successful candidate will be able to demonstrate the range of behaviours required to contribute effectively in this Board level role. These are outlined in the NHS Leadership Academy's Healthcare Leadership Model.

Applicants should live in or have strong connections with London.

- On average this role will require the equivalent to 2 to 3 days a month, however the time commitment may vary and a flexible approach should be taken.
- The remuneration payable for this role is £13,000 (standard rate for all NEDs) per annum.

Given the significant public profile and responsibility members of NHS Boards hold, it is vital that those appointed inspire confidence of the public, patients and NHS staff at all times. NHS England makes a number of specific background checks to ensure that those we appoint are "fit and proper" people to hold these important roles. More information can be found on our [website](#).



Appendix 1: More information

For information about the Trust, such as business plans, annual reports, and services, visit our **website**. Follow the links below for more information about:

- **Support to prepare candidates to apply for a non-executive vacancy including:**
 - **Building your application**
 - **Sources of information and useful reading**
 - **Eligibility and disqualification criteria**
 - **Terms and conditions of chair and non-executive director appointments**
 - **How we will handle your application and information**
- **View all current chair and non-executive vacancies**
- **Sign up to receive email alerts on the latest vacancies**
- **Contact details for the Non-executive Appointments Team**

NHS England respects your privacy and is committed to protecting your personal data. We will only use personal data where we have your consent or where we need to comply with a legal or statutory obligation.

It is important that you read **this information** together with our **privacy notice** so that you are fully aware of how and why we are using your data.



Appendix 2: How to apply

Hunter Healthcare are helping us to identify potential candidates, if you would like a confidential discussion about the role contact Rhiannon Smith or Jenny Adrian at jadrian@hunter-healthcare.com or 07939 250362

NHS England – for general enquiries contact Miriam Walker on 0113 825 0009 or by emailing miriam.walker@nhs.net

If you wish to be considered for this role please provide:

- a CV that includes your address and contact details, highlighting and explaining any gaps in your employment history
- a supporting statement that highlights your motivation for applying and your understanding of the NHS and the role. You should outline your personal responsibility and achievement within previous roles and how your experience matches the person specification
- the names, positions, organisations and contact details for three referees. Your referees should be individuals in a line management capacity, and cover your most recent employer, any regulated health or social care activity or where roles involved children or vulnerable adults. Your references may be taken prior to interview and may be shared with the selection panel
- please complete and return the **monitoring information form**
- tell us about any dates when you will not be available

KEY DATES

- Closing date for receipt of applications: **14 May 2025**.
- Please forward your completed application to england.chairsandneds@nhs.net
- Long-listed candidates may be invited for a preliminary interview with Hunter Healthcare. To facilitate this, we will share your application with them. Feedback from these interviews will be given to the panel
- Longlisting meeting: **circa 19 May 2025**
- Shortlisting meeting: **circa 2/3 June 2025**
- Interview and stakeholder sessions: **13 June 2025**





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