

# JOB & PERSON SPECIFICATION

<b>Job Title:</b>	Group Head of Ambulance Services
<b>Accountable To:</b>	Executive Leadership Team
<b>Directorate:</b>	Service Delivery
<b>Salary:</b>	Based on Experience

## About Spark UK Medical Limited & The Pre-Hospital Academy

### A Great Place to work

At Spark Medical, we offer an unrivalled clinical development pathway, giving you access to outstanding training and career progression opportunities. This includes support and funding for formal academic qualifications, ensuring you can continue to grow and excel in your career.

Working across the United Kingdom, you'll have the opportunity to apply your skills in a wide range of environments—from fast-paced urban centres to rural and remote communities—gaining diverse and rewarding clinical experience.

### A Great Place to Live

Wherever you're based across the UK, you'll benefit from a varied and high-quality lifestyle. From vibrant cities and cultural hubs to peaceful countryside and coastal communities, there are opportunities to find a location that suits both your career and personal life.

With a range of living options available nationwide, you can enjoy a balanced lifestyle, with access to affordable housing in many regions, alongside excellent amenities, transport links, and a rich cultural heritage.

### Working for our organisation

Spark Medical is a rapidly growing organisation with a clear ethos of delivering high-quality care. An exciting opportunity has arisen within the Senior Leadership Team to oversee the delivery and strategic development of our Training, Learning and Development portfolio within the Pre-Hospital Academy.

Since 2016, Spark Medical has been delivering ambulance services, event medical cover, accredited pre-hospital care, clinical education, and workplace first aid training. We are proud to be a modern, forward-thinking provider, supporting a wide range of healthcare settings across the UK.

As a highly regarded, clinically led organisation, we are patient-focused and driven, with a dedicated leadership team committed to maintaining the highest standards of care. Our vision—where every

second counts and every patient matters—underpins our mission to deliver the right care, in the right place, through a skilled and committed workforce, working in partnership with the NHS.

Spark Medical provides 24/7, 365 days a year accident and emergency services to patients requiring urgent medical treatment and transport. Our highly skilled teams deliver life-saving care within communities and ensure patients are safely transported to hospital or appropriate care settings when needed.

In addition, we provide non-emergency patient transport services for those who require assisted travel due to medical or clinical needs.

Working in healthcare is incredibly rewarding, offering the opportunity to make a genuine difference in people's lives at their most vulnerable moments—something we are proud to do every day.

## Role Summary

The Group Head of Ambulance Services will provide strategic leadership and executive oversight to ensure the delivery of high-performing, efficient, and sustainable ambulance operations across the organisation. The role requires a proven track record of leading complex operational functions within dynamic, fast-paced environments, with a strong focus on driving performance, transformation, and continuous improvement.

The postholder will hold accountability for the effective management of financial performance, workforce planning, and resource utilisation, ensuring alignment with organisational priorities and the delivery of value for money. Demonstrable experience of engaging with customers and key stakeholders to understand requirements and consistently deliver against expectations is essential.

A key aspect of the role is the provision of strong leadership, governance, and direction across operational teams, ensuring clarity of accountability, delivery against key performance indicators, and the seamless coordination of services within the portfolio. The Group Head will work collaboratively with senior leaders across the organisation, influencing at executive level, presenting performance insights, and supporting strategic decision-making.

In addition, the role will lead on organisational capability and people strategy within the function, including talent development, performance management frameworks, and the embedding of a high-performance culture focused on accountability, innovation, and service excellence.

## About You

You are an experienced and driven operational leader with a strong commitment to delivering high-quality, patient-centred services. You bring a keen eye for detail, sound judgement, and the confidence to engage effectively with a wide range of internal and external stakeholders across a complex, fast-paced healthcare environment.

You thrive in dynamic and evolving settings, demonstrating resilience and adaptability in the face of challenge and change. With a proactive and forward-thinking approach, you are comfortable

managing competing priorities while identifying opportunities to innovate, improve efficiency, and enhance service delivery at scale.

As a visible and inspiring leader, you cultivate high-performing teams by promoting accountability, continuous learning, and a culture of excellence. You lead by example, consistently upholding organisational values and behaviours, and play a key role in shaping a collaborative, inclusive, and high-engagement working culture across the organisation.

Driven by a passion for improvement and impact, you are committed to delivering outstanding outcomes for patients, partners, and the wider health system.

## Role Responsibilities

- Provide strategic leadership, direction, and oversight of ambulance operations, ensuring the delivery of safe, effective, and high-quality services across a wide and complex portfolio.
- Operate with a high degree of autonomy, contributing to organisational strategy and translating national and local priorities into operational delivery.
- Lead large-scale operational services in a complex, fast-paced, and evolving environment, driving transformation, innovation, and continuous service improvement.
- Hold overarching accountability for significant budgets, ensuring robust financial management, efficiency, and the delivery of value for money.
- Lead workforce strategy within the function, including establishment control, workforce planning, and the effective deployment of resources at scale.
- Ensure strong governance, risk management, and compliance frameworks are in place, with accountability for performance against national standards, regulatory requirements, and internal KPIs.
- Provide visible, senior leadership to multidisciplinary teams, fostering a culture of high performance, accountability, and continuous improvement.
- Work collaboratively at executive and system level, influencing senior stakeholders, partners, and external agencies to deliver integrated and patient-centred care.
- Lead engagement with patients, service users, and partners, ensuring services are responsive to need and deliver consistently high standards of care and experience.
- Present complex operational, financial, and performance information to executive teams, Boards, and external stakeholders, supporting strategic decision-making.
- Drive organisational development within the service, including leadership capability, talent management, succession planning, and workforce modernisation.
- Champion innovation, service redesign, and the adoption of best practice, ensuring the organisation remains responsive to current and future healthcare demands.

## Person Specification

Criteria	Essential	Desirable	Assessed
<b>Qualifications and Training</b>			
Management/leadership qualification or equivalent demonstrable experience	✓		Interview, application form
Hold a degree in relevant subject		✓	Interview, application form
Project Management Qualification		✓	Interview, employment check
Quality Management Qualification		✓	Interview, employment check
Hold a full UK manual driving licence with C1 category.	✓		Interview, employment check
<b>Skills and Experience</b>			
Demonstrable experience of senior operations leadership at a tactical level, with evidence of engaging with stakeholders at all levels	✓		Interview, employment checks
Experience leading operationalisation of new service lines and driving process efficiencies within current operational activity	✓		Interview
Experience of managing service delivery against contract specifications, budgetary constraints and key performance indicators, with a keen eye for detail	✓		Interview, application form
Extensive experience of people leadership including building high performing teams	✓		Interview, application form
In-depth knowledge of frontline ambulance service operations		✓	Interview, application form
In-depth knowledge of the UK event sector		✓	Interview, application form
Good knowledge of NHS landscape and commissioning structure		✓	Interview, application form
Excellent written and verbal communication skills	✓		Interview
Good IT skills to enable accurate record keeping	✓		Interview
Well-developed negotiating and reasoning skills	✓		Interview
<b>Aptitude and Abilities</b>			
Promote the values of Enhanced Care Services and demonstrate a	✓		Interview, health check

commitment to the organisational strategy and culture			
Demonstrate excellent interpersonal, teamwork, communication and social skills	✓		interview
Demonstrate ability to work on own initiative, be forward thinking and able to work independently	✓		Interview
Ability to prioritise, act under pressure and apply deadlines to workload	✓		interview
Ability to identify learning needs and motivate others	✓		Interview
Potential and willingness for personal change with the ability and commitment to learn new skills	✓		Interview, employment checks
Flexible in approach to supporting the needs of the business	✓		Interview
Able and willing to travel for work purposes	✓		Interview
Ability to join the on call rota structure	✓		Interview
Enhanced DBS Clearance in the last 5 years (or commit to an Enhanced DBS check)	✓		Checks