

**NHS**

East of England  
Ambulance Service  
NHS Trust



# Join our team

Start your  
**#Career  
ForLife**



# Welcome from our CEO, Tom Abell



Join us in making a real difference in people's lives every day. Our busy organisation offers an exciting and dynamic environment where no two days are the same. As the ambulance service for the people of the east of England, we are committed to providing exceptional emergency care to the communities we serve.

We embrace the challenges that come with our vital role, and we recognise that there is always room for improvement. Together, we strive to constantly enhance our services, processes, and systems to deliver the highest quality care to our patients.

At the East of England Ambulance Service NHS Trust (EEAST), you'll find a dedicated team of professionals who are passionate about saving lives and providing compassionate care. We foster an environment that values teamwork, collaboration, and ongoing learning. Here, your skills and expertise will be valued and nurtured, as we support you in reaching your full potential. Joining us could be your first step into a career for life.

As an ambulance service that operates in a diverse and geographically expansive region, you'll have the opportunity to work in both urban and rural settings, encountering a wide range of medical situations. This diversity adds to the excitement and fulfilment that comes with being part of our team, alongside the opportunities we have in our operations centres whether that is in call handling, dispatch or clinical support and assessment.

Equally, we have a range of opportunities in support roles, be that in administration, finance, digital, make ready or more – where you can directly support the delivery of frontline care day in, day out.

We believe in investing in our peoples' professional development, ensuring you have access to the latest training, technology, and resources. By joining us, you'll become part of a progressive organisation. One that empowers its staff to make a positive impact on the lives of others and works with them to forge career paths which are truly rewarding.

If you're up for the challenge and want to make the difference for our patients and communities join us today and be part of our ongoing journey towards excellence. Together, we can shape the future of emergency healthcare and make a lasting difference in our communities.

Welcome to a career that truly matters.

Welcome to the East of England Ambulance Service.



Tom Abell  
Chief  
Executive



Kerrie Wykes  
Specialist Midwife  
/ Paramedic  
5 years



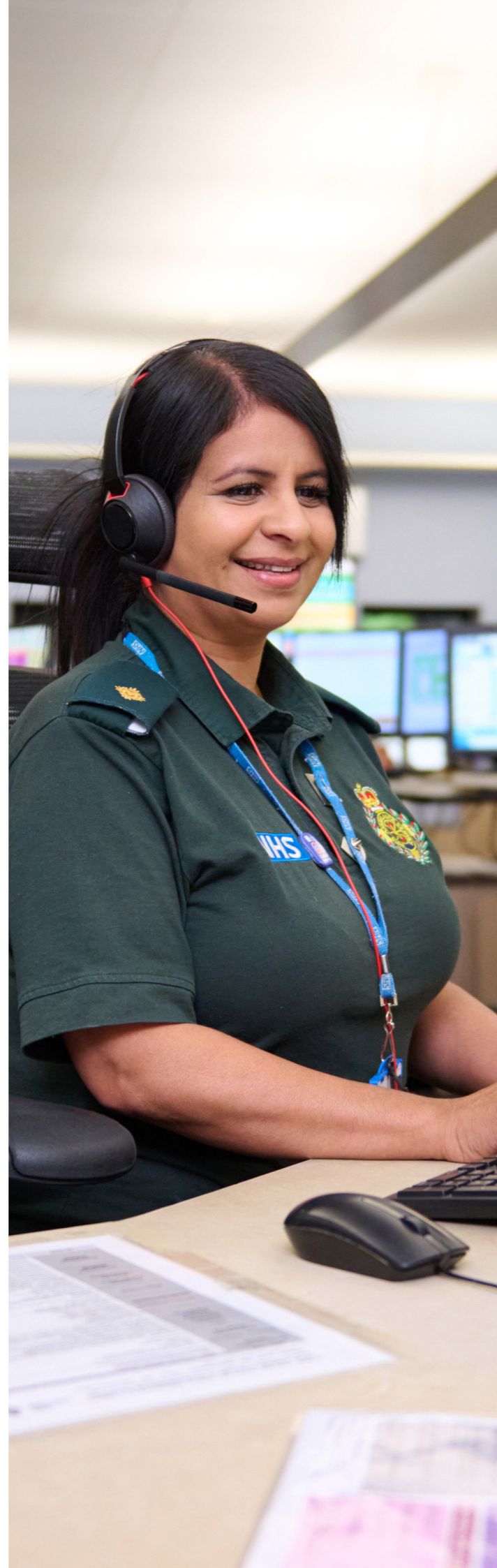
# Who we are

The east of England covers six counties, that's around 7,500 square miles. Providing a 24/7 emergency service that meets the demands of such a vast area is a huge undertaking, but at the East of England Ambulance Service we do just that.

Members of our team are out there now, working across 130 sites and alongside 17 acute hospital trusts. The service we provide is specifically tailored to meet the differing needs of our diverse local communities, whether they're on the coast, in the city, situated near a major road or airport or based in rural farmland.

## Our team includes:

- over **5,000** staff and more than **1,200** volunteers
- **three** ambulance operations centres (AOCs) located in Bedford, Chelmsford and Norwich
- **485** front line ambulances
- **72** rapid response vehicles
- **178** non-emergency ambulances
- **53** hazardous area response team/ major incident/ resilience vehicles.



## Not just blue lights

There's more to us than just emergency response though. We also provide non-emergency patient transport services for patients travelling to and from hospital, treatment centres and other similar facilities who can't travel unaided because of a medical condition or frailty.

Our frontline effort is supported by a huge team of support staff, specialising in everything from HR, finance and communications, to engineering, I.T and informatics. With an organisation of this size, and under constant scrutiny, it is vital that our people are experts in their field. It is the reason we invest so much in our training and education programme; we want our staff to develop and as an employer, we need to provide the tools for them to do that.



**Sally Bennett**  
CallEEAST  
Team Leader  
28 years

## Making it work for you

We also understand that one size doesn't fit all when it comes to working patterns. Although some roles necessitate a set number of hours or a specific shift pattern, we also offer other positions which incorporate part-time hours, flexible, hybrid and home working.

We pride ourselves on delivering the best possible care for our patients, but we also place great value on the wellbeing of our staff. Recent events have put all of us under more strain than ever before, physically and mentally, and we are working hard to ensure that our teams have the right support in place to manage this. Our staff are central to all that we do and looking after them is imperative.




**Emma De-Carteret**  
Director of  
Corporate Affairs  
and Performance  
13 years

So, whether you're looking to kickstart your career, get back into work, change direction or just fancy a new challenge, why not get in touch?

**We really do offer something for everyone.**

# #CareerForLife - Faces of EEAST

 I have had many different roles at the Trust since I joined in 2003, all of which have played a part in leading me to my current role as head of clinical development.

It is an exciting time for both the paramedic profession as a whole, and the Trust, and my role as head of clinical development will help support our colleagues to develop in their clinical careers with EEAST.


The sense of direction, duty, and service you get from working for the Trust makes me proud to be a part of the team and to demonstrate impact through the development of new clinical staff here at EEAST.



**Ant Kitchener**  
Head of Clinical  
Development  
**20 years**

**Read Ant's full  
story on our website.**

# #CareerForLife - Faces of EEAST

 I qualified as a nurse back in 1998 and then started my foundation degree in Paramedic Science in 2002 with EEAST, before becoming a paramedic in 2005.

I briefly left the Trust in 2010 and went back to nursing, but soon realised I wanted to stay in pre-hospital care, so when the clinical support desk clinician role came up within the emergency clinical advice and triage (ECAT) team, I jumped at the opportunity.

What I love about my role is that similarly to nursing, I am helping people, I'm giving the right care to the patient, despite not seeing them face to face.




**Read Rita's full  
story on our website.**

**Rita Bains**  
ECAT Team  
Leader  
**20 years**



# #CareerForLife - Faces of EEAST

 In 2010 I saw a job being advertised for an ambulance fleet assistant (AFA) with the Trust in Kempston. I had always liked the idea of working for an emergency service, so I decided to go for it.

Starting learning at 43 years old was challenging, and then eventually progressing to senior emergency medical technician even more so, but I was proud to wear the uniform and help look after our patients.

Unfortunately, during the pandemic, I caught COVID-19 quite early on which left me with lasting damage to my health.

I applied for an opening in the IT department as a service desk second line technician and I'm now a permanent fixture within the IT team.

**Read Mark's full story on our website.**

**Mark Stowell**  
Digital Service Desk  
Analyst Engineer  
**13 years**



## Working with us



**Rob Hazell**  
Recruitment  
Specialist  
**3 years**

Every role at EEAST is important and we all play a part in getting help and care to our patients at the most difficult of times.

There are so many opportunities to join EEAST as either an employee or a volunteer.

Whether you're considering a support role or are tempted by the frontline, there really is something for everyone.

## Come and join us

We value care, teamwork, quality, respect, and honesty. If this sounds like you, then we would love to hear from you.

All our current vacancies are listed here: [eastamb.nhs.uk/career-for-life](https://eastamb.nhs.uk/career-for-life), so you can see the roles that are available to apply for today.

Consider a career in the ambulance service.

**Welcome to a career for life.**



**Georgina Lovejoy**  
Senior EMT  
**14 years**



**Terry Hicks**  
Head of Ops  
24 years

Read Terry's  
full story on  
our website.

# EEAST Charity



Raising funds to support the staff, volunteers, and local communities of the East of England Ambulance Service, strengthening the provision of outstanding care to patients.

## Together, we make a difference.

The generosity of those that contribute to the EEAST Charity enables us to provide support and improvements to our staff, volunteers and local communities that use our service across the east of England.

**Supporting our staff** – Supporting health and wellbeing initiatives to improve working lives, enriching workplace environments, providing colleague training, development, and access to wellbeing related services.

**Supporting our volunteers** – Our lifesaving community first responders provide an early emergency response often in advance of ambulance arrival. These volunteers operate in their local communities and are supported by the charity. Your donations provide equipment, uniform, and various training aids, including lifesaving defibrillators.

**Supporting our local communities** – Providing community education programmes such as EEAST Heart which educates the public in essential British Life Support (BLS) skills. This vital course is taught by qualified staff and volunteers from the East of England Ambulance Service and fully funded via donations from our supporters.

If you would like to find out more about the work of our charity, are interested in fundraising for us or are considering supporting the charity with a donation, please get in touch:

Contact [charityfunds@eastamb.nhs.uk](mailto:charityfunds@eastamb.nhs.uk)  
Tel. 01603 422731  
Visit the EEAST Charity webpage



East of England Ambulance Service NHS Trust  
Charitable Funds. Registered Charity No. 1047987.



Wellbeing Garden  
funded by  
EEAST Charity  
for staff and  
volunteers.

