

Andrew Pooley

Managing Director, ERS Medical

ERS Medical is proud to have signed the Armed Forces Covenant which shows our commitment to those who serve (Regular and Reservists) or who have served in the Armed Forces, and their families.

This commitment means we will actively seek to find the right position for the right person. We are Armed forces friendly and understand that the experience you gained in the Forces is what sets you up for an exciting future within our organisation.

Our core values are closely aligned to those of HM Forces, which puts us in a unique position before you even start to look for possible employment within ERS Medical. Using these core values and ours will see a partnership which can deliver excellence.



In celebration of signing the Armed Forces Covenant we caught up with Andrew Pooley, Managing Director of ERS Medical to ask about his own experience in the Armed Forces and that of civilian employment.

Hi Andrew, in what service did you serve?

"I served in the Army Reserve – 6th Battalion the Rifles

How many years did you serve?

15 years and still going

What was your role in the Army Reserve?

I joined in 2004 as a Rifleman and I have spent most of my time in an infantry company. I loved every minute of it, being active, outdoors and spending time with likeminded people, I qualified as a Physical Training Instructor and promoted to Lance Corporal. I balanced it with my university studies initially then when I graduated it made a nice change to the 9-5 of a civilian job. I was lucky enough to have a wide range of training and experiences from going on exercise with the US Army to gaining skiing and scuba diving qualifications, I even got paid to complete my B and C1 driving licences.

I mobilised in 2008 on Operation Herrick 9 (Afghanistan) attached to 1 Rifles Battlegroup as part of 3 Cdo Brigade. When I returned to the UK I commissioned as an officer in 6 Rifles, most recently serving as a Company Commander. I have had varying levels of commitment during my time with the Reserve from the standard 27 days a year to full time contracts. Currently they have granted me an extended leave of absence while I focus on managing ERS Medical, but I look forward to getting back into it when I can.

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When did you join ERS Medical?

I first joined ERS Medical in 2013. I was motivated to start a career in healthcare by my time in Afghanistan working alongside the military doctors, nurses and paramedics on the Medical Emergency Response Team (MERT).

The MERT team were incredible, I witnessed them performing lifesaving treatment while flying full speed at low altitude in a chinook, it was truly inspiring! I was determined to follow their lead and do something that improved people's lives, so applied to be a paramedic.

However, while I was waiting to start with a local ambulance Trust I applied for a role as an operations manager at ERS Medical. The role suited me down to the ground and I loved it, leading and motivating teams through complex projects often under pressure and all with a very human element. Not what I originally imagined myself doing, but ultimately achieving my goal. I am very aware my decisions now affect the patient experience of hundreds of thousands of people every year!

Did you join at the position you are at now or did you work in different positions before?

I joined as an operations manager and left after a year to work for another business, although still in healthcare, returning to ERS Medical as Managing Director in 2017.

What skills do you feel you bring from your time in the service to your current role?

The military is very good at developing its people and I have been lucky enough to benefit from some of the finest leadership development courses available, run at locations such as Infantry Battle School Brecon, Royal Military Academy Sandhurst and Waterloo Lines (Land Warfare School) Warminster.

The military has a very clear process for analysing a situation and creating a plan. There are real applications for this in business and we use these formulas and ways of thinking in all aspects of our strategy, project management, structure, emergency preparedness and communication.

Key to our company leadership strategy has been implementing the military doctrine of Mission Command, or Mission Leadership as we call it. This involves devolving responsibility for decision making to the lowest possible level, supporting with direction, training, resources and suitable constraints. It is very applicable to healthcare where a decision about a patient's care may need to be made quickly with the information available 'on the ground'.

We also strongly believe in and adhere to our vision and values. These are drilled into you as a soldier because when you are under pressure and have difficult decisions to make, they form a framework to guide you to the right outcome. Again, this is no different in ERS medical, every day we make decisions that affect our most important asset, our patients and our people

Why would you recommend ERS Medical to service leavers?

If you care about people, want to remain active and like to get a job done properly and professionally and then this is the company for you."