



Job Description

Job Title:	Operations Manager
Reports To:	Director of Programmes and CEO
Organisation Unit:	Senior Management Team, UK-Med
Start Date:	June 2017
End Date:	31 st December 2018 with probable extension for a further 2 years in line with grant funding
Salary:	£46,000 - £50,000 depending on experience
Hours:	Full Time. Monday – Friday with occasional weekend working required.
	Note: This is a deployable post and the Operations Manager will be required to support the UK EMT with any overseas deployment

BACKGROUND

UK-Med & Humanitarian Conflict Response Institute (HCRI)

UK-Med supports education and training for health workers in developing countries and facilitates the provision of UK health care workers who volunteer their services to countries during conflict and catastrophe. UK-Med was established in 1995 to facilitate the provision of health workers from across the UK to support the hospitals in Sarajevo during the Balkans war. Subsequently it has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Indonesia, Jordan, Kosovo, Pakistan, the Philippines and Sierra Leone. <http://www.uk-med.org>

UK-Med has a Memorandum of Understanding with the Humanitarian and Conflict Institute (HCRI) at The University of Manchester where the team is located and all posts are based.

<http://www.hcri.manchester.ac.uk>

UK-Med is contracted by the Department for International Development (DFID), until 2020, to support the UK Emergency Medical Teams initiative (UK EMT). The UK EMT is part of a wider global initiative to strengthen health responses in emergencies and consists of on-call teams of technical and operations staff capable of rapid deployments to sudden onset disasters and health crises. EMTs work under the guidelines of the WHO Classification and Minimum Standards for Foreign Medical Teams in sudden onset disasters. As part of this multi-partnership programme UK-Med works alongside Handicap International (HI), the Fire & Rescue Service (FRS) and DFID (please see the attached link that gives a snapshot of the UK EMT programme).

<https://drive.google.com/file/d/0B8mjosL6ucd7VXZ1eGdQUzIERIU/view>



The Operations Manager will be a senior professional, who is experienced in operations and humanitarian emergencies, in particular large scale emergency health responses. They will provide credible operational leadership to all activities relating the UK EMT programme and more widely to other UK-Med programmes of work.

They will represent UK-Med when working with our partners DFID, HI and the FRS within the UK EMT programme and they will be responsible and accountable for all of the operational aspects of the UK EMT that sit within the technical framework of this evolving programme.

They will provide guidance and support to the other members of UK-Med's operational team, which include the Health Adviser, Pharmacist and Medical Logistician; who are responsible for contributing to specific aspects of the UK EMT programme and the continued development and preparedness of the UK EMT to WHO's Global Registry Standards.

The Operations Manager will also support the delivery of UK-Med's training programme in the UK and overseas. They will take a pivotal role in developing relationships with clinical, academic, government and other NGO partners and they will represent UK-Med and the UK EMT programme at any national and international meetings as are required.

Key Responsibilities:

- Serve as a key member of the UK EMT senior management team within the partnership and assume first line responsibility for the operational functions that are specific to UK-Med
- Serve as first point of contact for the UK-Med duty team responsible for the initial response planning at the onset of emergency events
- Deploy in an emergency and fulfil the 'Operational Team Lead' role during a UK EMT deployment (maximum period of deployment 90 days but likely 6-week rotation)
- Support and/or undertake 'Forward Team' deployment along with partners in advance of the full deployment of the UK EMT Type 1 or 2 staffing team, if clinically qualified
- Participate in the emergency management system (based on incident management) of the UK EMT with its coordination mechanisms, joint assessments and planning with partners
- Implement EMT operations and services according to the agreed standards during a deployment
- Promote and implement sound governance principles and the implementation of best practices, capacity building and training for members of the UK EMT
- Work with partners on the formulation and continued development of the UK EMT Standard Operating Procedures (SOPs), concerning preparedness activities and response to emergencies
- Have oversight with other partners of the design, planning, implementation and monitoring of the programme including set up of the Type 1 or 2 UK EMT facility
- Establish good working relationships in the field with the WHO EMT Coordination Cell, national Ministry of Health (MoH), UN agencies and Global Health Cluster
- Produce/adapt, monitor technical protocols, manuals, guidelines/policies and forms in line with global and national standards
- Represent UK EMT in coordination fora including EMT; cluster; donor and partner meetings at national, global and field levels
- Provide operational support to staff within the UK EMT

- Coordinate and have input into medical procurement (drugs, medical supplies and equipment technical specifications and quantities, tenders), guided by the technical leads within UK-Med's peer working groups
- Guide and develop the 'on-call' capability and capacity for the UK EMT to ensure a seamless deployment, working with clinical and medical colleagues within UK MED
- Undertake risk assessments and management, to ensure all deployment activities are compliant with funder requirements and insurance policies
- Coordinate and report on lessons learned from UK EMT response and lead on the adaptation of tools and guidelines as appropriate within the remit of the partner activities
- Provide development and input in to the UK-Med 'Training team' portfolio of training courses
- Support operational research, innovation and policy development
- Contribute to the development of proposals and budgets to bid for new programmes of work
- Other tasks as might be required to ensure effective delivery of UK-Med projects and programmes of work

Essential Competencies, Skills & Knowledge, Experience and Qualifications

Competencies

- Apply the required technical and professional expertise to the highest standards; promote and shares best practice within and outside the UK EMT and UK-Med
- Take effective, considered and timely decisions by gathering and evaluating relevant information
- Work collaboratively to achieve shared goals ensuring effective cross-partner working
- Communicate clearly and confidently with others to engage and influence
- Builds sustainable networks to support the work of the programme and the organisation

Skills & Knowledge

- Demonstrated organisational, leadership and management skills
- Excellent interpersonal skills and the ability to build successful relationships with a broad range of stakeholders and key partners
- Excellent understanding of the humanitarian sector and emergency health response, in particular from within an operational role
- Excellent knowledge of the WHO Emergency Medical Teams programme
- Knowledge of humanitarian aid systems e.g. Clusters, Sphere etc.
- Ability to understand, develop and implement organisational and donor policies
- Ability to plan and organise multiple tasks and personnel, whilst still maintaining attention to detail
- Ability to produce results under pressure within short deadlines
- Excellent skills in writing, editing, formatting, research, negotiation and verbal communication
- Excellent interpersonal and team working skills
- A positive and flexible problem solving approach
- Excellent Microsoft word, excel and power point skills

Experience

- Minimum of five years proven operational management experience in overseas humanitarian programmes, particularly from an emergency response capacity



- At least two years of management and leadership experience relating to emergency health response and or global health programmes
- Experience of working in collaboration with partners/stakeholders eg. WHO, national government, Ministry of Health in the delivery of complex programmes
- Experience of conducting needs assessment and risk assessment to inform programme planning and delivery
- Experience in managing teams of staff and/or volunteers
- Developing and providing training and supervision to others
- Willingness to undertake frequent travel and work in insecure areas

Qualifications

- **Essential:** A higher degree in a related global health or humanitarian discipline or an understanding demonstrated by significant experience of working in these sectors
- **Desirable:** A first degree in a relevant discipline e.g. nursing, medicine, paramedical or other health related field

Post holders are required to familiarise themselves with the organisation's Equality and Diversity policies and to actively support these wherever possible

The role is primarily desk based in Manchester with some travel throughout the UK and overseas. However, the post holder will be required to be available to deploy with UK-Med at short notice as part of the UK EMT emergency response team.

Closing date: Tuesday 23rd May 2017 at 5pm

For an informal discussion about the operational aspects of this post, in the first instance please email Rachel Fletcher, Health Adviser (Deployment & UK EMT) at rachel.fletcher@uk-med.org

For wider discussion about the medical aspects of UK-Med's programmes, please email John Simpson, Medical Director at john.simpson@uk-med.org

Applicants should apply by sending a current CV with full contact details. This should be submitted with a supporting letter of application addressing suitability for the post based on the criteria outlined in the *Essential Competencies, Skills, Knowledge, Experience, and Qualifications* section of this Job Description. To be submitted to recruitment@uk-med.org

Applicants must be eligible to work in the UK order to comply with the requirements of the UK Visa and Immigration Service.