



Administrator (HR and Programme Support) – part-time, Wednesday to Friday

Candidate Information Pack

March 2019

2. Contents
3. Job Advert
4. About UK-Med
5. About the role
6. Job Description
8. Person Specification
9. Key terms / benefits

Role:	Administrator (HR and Programme Support)
Salary:	£12,000 - £12,900 for three days per week (equivalent to £20,000 - £21,500 full-time) dependent on experience and qualifications
Hours:	Part-time, 3 days a week normally 9am-5pm Wednesday, Thursday, Friday; some weekend working and overnight stays required
Location:	UK-Med head office on Oxford Road, Manchester
Travel:	Some travel in UK with potential for travel overseas
Deployment:	The post holder may have the opportunity to deploy overseas following further training

Are you a skilled administrator excited by the chance to work in a humanitarian health charity?

UK-Med provides emergency healthcare support in times of crisis and humanitarian emergencies. We work with other agencies to coordinate the UK Emergency Medical Team (UKEMT) – a national programme deploying healthcare services to sudden onset disasters on behalf of the UK Government – as well as deploying independently or in collaboration with other humanitarian NGOs. Now we need your help!

UK-Med recruits and trains UK-based health professionals to be deployed to provide healthcare in sudden onset disasters. As our new Administrator (HR and Programme Support) you will be part of a team administering HR, volunteer management, training and fundraising support. This includes administration of staff files, training (both face-to-face and online), DBS checks, checks on professional registrations, taking up references and allocating volunteers to on-call teams as well as supporting our fundraising activities.

We are seeking an experienced administrator, ideally with experience of relevant administrative work, to join our team in Manchester. You will have great interpersonal skills, and excellent attention to detail, along with excellent customer service skills. You will be passionate about our work and excited by the opportunity to contribute to our charitable objectives.

We offer a competitive salary and excellent benefits along with a friendly working environment and the opportunity to make a real difference through humanitarian work.

How to apply

To apply, please submit a **current CV and a supporting letter** (no more than 2 pages) that includes:

- Full contact details
- Your current pay grade and salary
- Where you saw this role advertised
- The basis of your right to work in the UK (e.g. British Citizenship, EU Citizenship or working visa)
- An detailed explanation of your suitability for this post with specific reference to the essential criteria in the person specification

Applications must be submitted to recruitment@uk-med.org no later than **Tuesday 19 March 2019**.

Interviews will be held in Manchester in the week commencing 25 March 2019.

Please note, UK-Med can only accept applications from people with an existing legal right to work in the UK and we cannot sponsor visa applications. We request no contact from agencies.

UK-Med (www.uk-med.org)

UK-Med provides emergency healthcare support in times of crisis and humanitarian emergencies, deploying teams of clinicians (primarily volunteers). UK-Med maintains a register of professional health volunteers and supports them to work in humanitarian settings as required. UK-Med also provides support for training and capacity building for health professionals in developing countries with a particular focus on countries which are vulnerable to humanitarian disaster and crisis. 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, UK-Med has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Indonesia, Jordan, Kosovo, Pakistan, the Philippines, Sierra Leone and Bangladesh. Our teams have undertaken a range of work on deployment including general medical care, trauma and surgical care, outbreak response and training of local healthcare staff.

The UKEMT

UK-Med is contracted by the Department for International Development (DFID), until 2020, to support the UK Emergency Medical Teams (EMT) initiative. EMTs work under the guidelines of the WHO Classification and Minimum Standards for Medical Teams in sudden onset disasters. Within this UK-Med maintains a register of volunteer clinicians (including doctors, nurses, pharmacists and paramedics) who are trained and available to deploy to an emergency within 12-24 hours.

As part of this multi-partnership programme UK-Med works alongside Humanity and Inclusion (HI), the Fire & Rescue Service (FRS). The UKEMT deployed a team in Bangladesh in December 2017 to respond to the Diphtheria outbreak amongst the Rohingya displaced community.

UK-Med Vision, Mission and Values

Vision

Disaster affected populations have equitable access to high quality health outcomes

Mission

To provide high quality essential health care in response to natural and man-made disasters

Values

- Professional – we will seek to ensure our interventions are guided by the highest professional standards and that we deliver high quality programming and assistance
- Accountable – we will strive to be transparent and accountable to our patients, wider beneficiaries, partners and donors
- Collaborative – we will coordinate effectively and actively seek to collaborate with and support other actors
- Effective – we will ensure our interventions are timely, based on robust evidence and reasoning and attain the best possible outcomes
- Flexible – we will ensure UK-Med remains a quick decision maker, attuned to changes in circumstances and able to make the rapid adjustments necessary
- Altruistic – we will ensure UK-Med and volunteers retain the humanitarian imperative at the heart of their work and planning

Overview of the Role

UK-Med recruits and trains healthcare professionals to prepare them for involvement in our humanitarian health programmes overseas. We currently have a staff team of 23 and over 350 healthcare professionals on our register. Each healthcare professional is provided training and undergoes a variety of checks (including DBS, reference, professional registration and health checks) to ensure they are suitable and well prepared for the role.

As Administrator (HR & Programme Support) you will play a crucial role in supporting our health programmes by providing excellent administrative support. You will have your own areas of responsibility as well as providing administrative support for colleagues and across events and projects. You will liaise with both staff and register members and ensure that they receive excellent service. Working with our membership and HR databases, you will ensure that our records are kept accurate and up to date. You will attend training courses, including at weekends and overnight, and ensure that everything runs smoothly and our trainers and trainees are well looked after.

The position is based at UK-Med's office in Manchester but may be required to travel in the UK for training events and meetings. You may be given the opportunity to access additional training in order to join the teams in overseas training deployments.

Job Description



Job Title	Administrator (HR & Programme Support)
Location	Manchester (with occasional travel in the UK and on occasion overseas, some weekend work will be required as part of the role)
Duration	Permanent
Hours	Part time – 3 days per week (0.6 FTE)
Purpose of role	
To provide excellent administrative and support services across UK-Med's programmes.	
Key Responsibilities	
Programme Support Administration	
1	To update records, including updating databases, maintaining and supporting the shared drive and management of data
2	To liaise with staff and volunteers about their documentation and check of suitability (e.g. Disclosure and Barring (DBS), health assessment, CV, references, professional registration) and availability for on-call periods or deployment
3	To liaise with staff, volunteers, applicants and others about their attendance at training, events and meetings
4	To contribute to the creation of on-call or deployable health personnel lists for the various UK-Meds programmes of work
5	To support and administer recruitment and selection activities
6	To contribute to communications with members and externally (e.g. regular newsletters, updating website, posting on social media) around the programme and recruitment activities of UK-Med
7	To ensure that personal records are stored and processed in line with good practice, the Data Protection law and General Data Protection Regulations
8	To keep accurate records of contact with staff, volunteers and others
9	To support colleagues with planning and implementing programme events and other meetings
Training, event and meeting support	
10	To plan and coordinate training/events ensuring all practical arrangements are in place
11	To liaise with trainers/presenters, ensuring that they are suitably briefed and contacts/terms of reference are in place
12	To liaise with participants/attendees, including creating comprehensive joining instructions and answering queries
13	To prepare training/event packs including stationery, attendance lists and training materials
14	To attend training, events and meetings as administrative lead/support, running registration, supporting speakers and liaising with the venue and participants
15	To support programme and membership meetings as required, preparing agendas, compiling and circulating papers and taking minutes
16	To book travel (domestic and international) for staff, volunteers and consultants as required
17	To review and process expenses claims in line with relevant regulations
Deployment Preparedness	
18	To keep an accurate records of where people are deployed to and the period for which they are deployed
19	To review database records and provide data to colleagues and relevant authorities
20	To support logistical arrangements for deployment e.g. travel and accommodation bookings
21	To support visa and immigration processes for deployed staff and volunteers

Job Description



22	To support volunteer management processes and volunteer wellbeing initiatives
Deployment (deployed role)	
23	To fulfil non-clinical coordination or administration roles in a deployed team
24	To coordinate volunteer management processes and travel while on deployment
25	Other administration as required to the programmes team during a deployment
Other Duties	
26	To undertake finance administration in line with policies and procedures
27	To support the effective running of UK-Med offices, including liaison with suppliers and helpdesks to ensure all office systems are running effectively
28	Other tasks as might be required to ensure effective delivery of UK-Med projects and programmes of work

Person Specification



Qualifications / Professional Memberships		
1	A professional qualification in an applicable field (e.g. business administration, training or HR)	Desirable
2	A degree-level qualification in an applicable field	Desirable
3	A qualification relevant to humanitarian and/or health interventions	Desirable
Knowledge, Skills and Experience		
4	Experience in an office-based administrative role	Essential
5	Excellent interpersonal and customer-service skills	Essential
6	Excellent administrative skills	Essential
7	Excellent Microsoft Office skills, particularly Word, Excel and Powerpoint	Essential
8	Previous experience in the humanitarian and/or health sector	Desirable
9	Experience of supporting and administering training programmes	Desirable
10	Experience administering pre-employment or similar suitability checks	Desirable
Personal Attributes		
9	Interest in and commitment to the health / humanitarian sectors	Essential
10	Highest standards of integrity and professional conduct	Essential
11	Excellent interpersonal skills and teamworking skills	Essential
12	A positive and flexible problem solving approach	Essential
13	Willingness to work overnight / weekends and travel as required	Essential

Key terms / benefits



Salary:	Starting at £12,000 - £12,900 gross per annum for three days a week (equivalent to £20,000 - £21,500 full-time) - dependent on experience and qualifications
Working hours:	You will be required to work the hours as are necessary for the proper discharge of the duties with the notional requirement being 21 hours per working week. Work will normally be undertaken in office hours (9am-5pm), Wednesday to Friday, but some weekend and evening working will be required.
Annual Leave:	15 days per year plus pro rata public holidays.
Pension:	10% employer contribution, with 5% employee contribution to a specific defined contribution scheme.
Deployment:	You may be given the opportunity to access additional training in order to join the teams in overseas training deployments.
Term of contract:	Permanent.