



# Administration Coordinator

Candidate Information Pack

September 2020

## Contents

2. Contents
3. Introduction
4. Advert
6. About UK-Med
8. Job description
10. Person Specification
12. Key terms and benefits

## Introduction



The world is experiencing an unprecedented level of humanitarian need. Natural disasters, disease outbreaks and conflict can hit at any time – and they are increasingly frequent, complex and severe.

The people affected are often the poorest and most vulnerable and the health problems they experience post-disaster are long-lasting. We believe that they deserve the highest quality emergency healthcare. Our medical teams respond to disasters around the world and we work with local emergency medical teams to build their resilience to future threats.

Our main areas of work address key main problems faced when providing emergency healthcare following a disaster:

- **Emergency response:** There are only a small number of international agencies and WHO verified Emergency Medical Teams capable of responding globally, at speed and scale, to spikes in need. We prepare emergency medical teams who are ready to respond from the UK to emergencies anywhere in the world.
- **Providing expertise and raising standards:** There are not enough medical and coordination staff as there are challenges recruiting, retaining and training the numbers required to meet growing need. The sector lacks consistency and consensus on training and accreditation for international health professionals. We work with academic bodies to apply research to humanitarian responses and support clearer career pathways for humanitarian health workers – ensuring people affected by disasters receive the highest quality care.
- **Building resilience:** Although there is an increasing need for international response, first response and continued support is most effective when provided by health professionals based within the country affected. We support training of healthcare workers and medical teams in countries at high risk, or suffering the legacy, of disease outbreaks, conflict or natural disasters.

This is an exciting time to join UK-Med. We have expanded significantly over the last few years, and have an ambitious strategy in place for growth. We are very excited about our plans to meet these challenges and to grow UK-Med and I hope you will join us on this exciting journey.

David Wightwick

**UK-Med Chief Executive Officer**

## Advert

Role: Administration Coordinator  
Salary: £30,000 - £32,000 dependent on experience  
Hours: Full-time  
Duration: Fixed-term to 31 December 2021 with potential for extension  
Location: UK-Med Office, Manchester, UK

### **Can you implement office administration and travel systems and processes to ensure the success of our vital work?**

Humanitarian health needs are growing. Our medical teams respond to disasters around the world and we work with local emergency teams to build their resilience to future threats. Our work has never been more vital, with disasters becoming more frequent, complex and severe. Can you help build a world prepared to help?

We are seeking a skilled senior administrator with expertise in developing administrative systems and processes, and significant experience managing complex travel arrangements. Our new Administration Coordinator will play a key role in both managing head office administration, and supporting planning and operations for emergency humanitarian response and programme delivery.

You will ensure seamless administrative systems, particularly for head office but also in support of our warehouses and overseas teams. You will work in partnership with HR colleagues, operations team and technical experts in health and logistics to ensure effective movement around the world of health professionals and volunteers who deliver our field operations. You will coordinate our travel management service providing guidance and support to the development of policies and systems, reviewing SLAs and contracts to ensure donor compliance, and problem solving to ensure effective mobilisation of staff during challenging periods of international travel.

Our ideal candidate will be passionate about UK-Med's humanitarian mission. You will have qualifications and significant experience working in office management or administration and extensive experience of travel planning / booking. You will be comfortable working at pace to achieve challenging objectives and meeting rapidly changing demands.

We offer a competitive salary and 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 (2 pages)** that includes:

- A **detailed** explanation of your suitability for this post with **specific reference to the essential criteria** in the person specification
- Full contact details
- 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)
- Your current or most recent remuneration / salary expectation for this role

Applications must be submitted to [recruitment@uk-med.org](mailto:recruitment@uk-med.org) no later than Wednesday **7 October 2020**

*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.*

## About UK-Med

### UK-Med ([www.uk-med.org](http://www.uk-med.org))

We are a charity and our medical teams respond to disasters around the world. We work with local emergency teams to build their resilience to future threats.

UK-Med has been responding to emergencies since 1988, when a team of eight Manchester clinicians led by our founder Prof. Tony Redmond, went to Armenia in aid of those who had been hit by a devastating earthquake. When Ebola hit West Africa in 2014, killing over 11,000 people, we recruited, trained and sent 150 NHS clinicians to work in treatment centres alongside local health workers to help bring the outbreak under control.

We have deployed clinicians following numerous large-scale natural and manmade disasters, treating patients in emergencies in Armenia, Iran, China, Haiti, Nepal, Cape Verde Islands, Sierra Leone, Bangladesh, the Philippines, Gaza, Samoa, the Kurdish refugee crisis and the Siege of Sarajevo. We have delivered training to thousands of healthcare workers in local and regional medical teams in Sierra Leone, South Sudan, China, Malawi, Myanmar, Armenia and Uganda.

Our core staff team of around 30 provides programme management and technical health expertise, logistics, fundraising and communications, finance, HR and administrative support. Our humanitarian responses are staffed by our membership - a combination of volunteers seconded from NHS employers and experienced NGO workers hired on a contingent basis for specific responses. Currently we have a membership of over 2000 people (mostly healthcare professionals and experienced NGO support staff) of which around 600 are members of specific registers having been through selection procedures, vetting and induction/training.

### The UK EMT

We are a partner in the UK Emergency Medical Team (UK EMT), the front line of the UK government's response to a humanitarian crisis overseas, funded by the Department for International Development.

We prepare teams of up to sixty clinicians who are ready to respond to disasters anywhere in the world within twenty-four hours. We can respond following earthquakes, cyclones, hurricanes, disease outbreaks or to other humanitarian contexts. Depending on the needs, we might deploy individual personnel, small clinical or advisory teams, self-sufficient primary care facilities or a field hospital including surgical team and inpatient facilities.

The EMT network is driven by the World Health Organisation (WHO) and ensures that teams that respond following disasters are well trained, self-sufficient and have the skills and equipment to respond effectively rather than imposing a burden on the national system.

## UK-Med Vision, Mission and Values

### Vision

People affected by epidemics, conflict and natural disasters receive high-quality emergency medical care.

### Mission

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

### Values:

**Excellence** – The emergency medical care and training we provide is of the highest standard, recognised by both the World Health Organisation and UK government.

**Accountable** – Our patients, colleagues, partners and donors are at the core of what we do.

**Professional** – We work to professional standards and interact in a professional manner.

**Collaborative** – We work with partners and other medical teams to ensure people affected by disasters receive the best possible care.

**Effective** – We work where the need is greatest, adapting our actions to the specific context.

**Altruistic** – Saving lives and alleviating suffering is our drive.

## Job Description

<b>Job Title</b>	Administration Coordinator
<b>Reports to</b>	Director of Support Services
<b>Duration</b>	To 31 December 2021 with potential for extension
<b>Hours</b>	Full-time
<b>Place of work</b>	UK-Med Office, Manchester, UK

### Purpose of role

Ensure effective organisational administration, office management, travel management and support for key organisational facilities such as ICT, office space and due diligence.

### Key responsibilities

#### Administrative Coordination

1	To ensure effective administrative coordination and office management for the Charity, including developing systems and processes, and working in partnership with others to ensure effective implementation
2	To oversee the planning of meetings, booking of rooms and effective administration of key decision-making committees
3	To oversee tenancy agreements, contribute to continuous review and planning in respect of space management and premises and ensure that the office space working group is supported
4	To be a point of contact for staff and partners in respect of IT and communications support within the organisation and in particular as relates to University of Manchester from whom we currently commission IT and telephone communications support as our landlord
5	To oversee access to workspaces and meeting spaces, ensuring suitable booking systems and monitoring of capacities
6	To review and develop systems in respect of maintenance and ordering of office equipment (including home-working equipment) and related supplies, interacting with a range of external suppliers and internal supply chain colleagues to improve service provision and record keeping
7	To support due diligence reviews and compliance processes for the organisation, including supporting internal working groups, collating data and relevant policy information and assisting with online submission to donors
8	To guide and support staff and partners in reporting and problem solving with IT and Communications issues both internally and externally
9	To manage relationships with external suppliers, or support other with management of supplier relationships, including with University of Manchester as a landlord, travel suppliers, insurance (particularly around office and travel requirements), travel health and office equipment / supplies.
10	To contribute to review and development of organisational policies, including but not limited to travel, office management and the employee / personnel handbook(s)



11	To deliver other tasks that might be required to ensure effective delivery of UK-Med's portfolio of work
<b>Travel management</b>	
12	To develop an efficient travel management service for the organisation that is capable of providing surge support during periods of emergency response as well as maintaining regular project and organisational travel services including, flights, hotels, train tickets, visas and car hire
13	To review current arrangements in place for commissioning travel support services with providers, advising on current SLAs and making recommendations for improvement
14	To work closely with colleagues in Operations and HR to develop systems and processes that support the rapid on-boarding and movement of deploying teams around the world during an emergency response including recommendations for appropriate business travel technology if required
15	To offer expert advice to HR and Operations colleagues throughout the deployment process in respect of approach, potential routes, visa, travel health and currency requirements as appropriate
16	To understand donor compliance regulations within certain contractual arrangements that might restrict use of funds for travel to specific areas and ensure that these are complied with in all commissioning and booking
17	To advise and support during times of humanitarian response on options available to the sector through initiatives such as United Nations Humanitarian Air Service/World Food Program Aviation
18	To provide point of departure travel briefings and continue to provide travel advice and support to staff and volunteers in-country during a humanitarian response, enabling them to move around safely between locations and making arrangements for their return to home countries
19	To inform insurers of movement of UK-Med staff and volunteers for international travel and have an understanding of related policies to ensure travel safety and wellbeing
<b>Other</b>	
20	To manage staff as appropriate
21	To support the development of new business proposals, specifically with information relating to costing of travel and travel health services
22	To undertake other work as required in support of the Charity's aims

# Person Specification

## Administration Coordinator

<b>Qualifications / Professional Memberships</b>		
1	Degree or professional qualification in Administration and/or Travel Management (or related subject area)	Essential
2	Other relevant qualifications or training to enhance delivery of this role	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Significant experience in senior administrative / office management roles including development of processes and systems	Essential
4	Excellent knowledge of travel industry combined with significant practical experience	Essential
5	Previous experience of providing expert advice and guidance regarding routes/carriers/value for money for organisational travel	Essential
6	Previous experience of managing supplier accounts and relationships	Essential
7	Awareness of and commitment to best practice as relates to commissioning travel services and understanding travel health, visa and insurance requirements	Essential
8	Excellent verbal and written communications skills with ability to negotiate and instil confidence with colleagues and volunteers	Essential
9	Strong organisational skills with experience of managing multiple tasks and the ability to prioritise	Essential
10	Experience of analysing data and making recommendations to improve service or products	Essential
11	Excellent IT skills and a confident user of Microsoft Office and database software	Essential
12	Experience of providing in-house training or briefings to colleagues and volunteers in respect of implementation of policies and procedures	Essential
13	Experience of supporting working groups or committee meetings with agenda setting, minute taking etc.	Essential
14	Experience of working in global health or humanitarian sector related travel services	Desirable
<b>Personal Attributes</b>		

14	Approachable and professional, with the ability to build rapport with a wide range of stakeholders to forge excellent working relationships	Essential
15	Flexible, can-do attitude and good team player	Essential
16	Energetic and resilient individual who thrives in a fast-paced and rapidly-changing environment	Essential
17	Goal-orientated, with the ability to set clear objectives and achieve them	Essential
18	Commitment to UK-Med's humanitarian mandate and passionate about the role travel can have in achieving it	Essential
19	Able to apply the required expertise to the highest standards; promote and share best practice within UK-Med	Essential
20	Willingness to work some weekends and evenings as required	Essential
21	Willingness to deploy with UK-Med overseas as required, including at short notice and/or for extended periods	Essential

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# Key terms and benefits

<b>Salary:</b>	£30,000 - £32,000 dependent on experience
<b>Working hours:</b>	You will be required to work the hours as are necessary for the proper discharge of the duties with the notional requirement being 35 hours per working week. Work will normally be undertaken in office hours, Monday to Friday, but weekend and evening working will be required.
<b>Annual Leave:</b>	25 days per year plus 8 public holidays
<b>Pension:</b>	10% employer contribution, with 5% employee contribution to a specific defined contribution scheme
<b>Deployment:</b>	You have opportunities to undertake training and preparation to be able to travel in support of our international programmes of work. You must be fit to deploy and agree to undertake medical assessments to confirm this fitness
<b>Safeguarding:</b>	To ensure the suitability for the role's work with both adults and children, and/or work within regulated environments (CAA, MRHA) an assessment of suitability for this work may be completed which may include DBS / police checks. Where a role requires this, suitability for this work is a condition of employment.
<b>Professional requirements:</b>	Membership of professional bodies is not a requirement but may be an advantage
<b>Term of contract:</b>	Fixed-term to 31 December 2021

# UK-MED

Building a world  
prepared to help