



# HR & Membership Assistant

Candidate Information Pack

November 2021

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## Introduction



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.

The world is experiencing an unprecedented level of humanitarian need. Natural disasters, disease outbreaks and conflict can hit at any time.

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. We seek to save lives, but also to build resilient health systems so that people can lead healthy lives in the future.

Our strategic objectives address four 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.
- **Providing expertise:** There are not enough medical and coordination staff as there are challenges recruiting, retaining and training the numbers required to meet growing need.
- **Raising standards:** The sector lacks consistency and consensus on training and accreditation for international health professionals.
- **Building resilience:** First response and continued support is most effective when provided by health professionals based within the country affected. Significant investment in training for staff is required to achieve this.

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:	HR & Membership Assistant
Hours:	Full-time
Remuneration:	Up to £21,000 gross annual (dependent on experience)
Duration:	Permanent contract (current funding to June 2022)
Location:	Manchester, UK (Hybrid working available)

### **Are you a capable administrator with a passion for HR and making a difference in the world?**

UK-Med is a humanitarian NGO that has been responding to disasters for over thirty years. We prepare and equip medical teams, both in the UK and worldwide, so they are ready to respond when epidemics, conflict and natural disasters hit. We are core partners, providing the clinical component and key support structures of the UK Emergency Medical Team (UK EMT) in line with WHO standards.

Our HR and Membership Team ensure we have the right people with the right expertise available at the right time. We work with around 50 core staff members and the UK-Med Register, a group of over 850 health and humanitarian professionals who are ready to deploy internationally in our emergency responses. We maintain the capability to staff any emergency response required, including being able to provide a team of 60 health professionals to staff a fully functional field hospital anywhere in the world within 72 hours.

We are recruiting a HR and Membership Assistant who will support all HR processes with a particular focus on the end-to-end recruitment and vetting of health professionals and key support roles. Our ideal candidate will be able to work at pace, managing multiple priorities simultaneously and will have a passion for building a career in HR and a desire to work within an international context. You will have strong planning and interpersonal skills and be able to demonstrate excellent attention to detail.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through an important role in our humanitarian programming.

## 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.

Applications must be submitted through our [online jobs portal](#) no later than **Wednesday 1 December**.

Interviews to be held Friday 3<sup>rd</sup>, Thursday 9<sup>th</sup> and Monday 13<sup>th</sup> December.

***Applications for work in the UK can only be accepted from people with an existing right to work in the UK.***

*UK-Med is committed to safeguarding of our personnel and beneficiaries and has a zero tolerance approach to sexual exploitation and abuse. We conduct thorough vetting before any appointment is confirmed.*

*UK-Med is committed to the principles of diversity, equality, and inclusion. We strive to provide an inclusive and supportive environment where employees feel respected and supported to be able to fulfil their potential.*

## About UK-Med

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

We train and deploy medical teams and specialists to save lives when epidemics, conflict and natural disasters hit. As disasters grow more frequent, severe and complex there has never been a greater need to respond quickly and effectively. We believe in a world prepared to help.

It started in 1988 with a team of eight Manchester clinicians led by our founder Tony Redmond, when a huge earthquake ripped through Armenia. Teams continued to deploy throughout the 1990's and 2000s, and when Ebola struck West Africa in 2014 UK-Med stepped up. We recruited and trained the one hundred and fifty UK clinicians who worked alongside local medical teams, other NGOs and DFID to bring the outbreak under control.

UK-Med has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Bosnia and Herzegovina, 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 UK EMT

The UK Emergency Medical Team (UK EMT) provides high quality emergency health care solutions in a range of humanitarian contexts on behalf of the UK Government. The programme is led by the Foreign, Commonwealth and Development Office (FCDO) and works under the guidelines of the WHO Classification and Minimum Standards for Medical Teams in sudden onset disasters. We recruit and train teams of UK-based clinicians, normally released for three weeks at a time by NHS employers. At any time, we have a team of sixty clinicians on call 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.

## UK-Med Vision, Mission and Values

### Our Vision

A world where everyone has the healthcare they need when crises or disasters hit.

### Our Mission

We save lives in emergencies.

When health services are overwhelmed, we get expert health staff to where they're needed fast.

We help communities prepare for future crises.

### We Value:

#### Excellence

We set high standards for ourselves and the organisation. We strive to be outstanding in everything we do.

#### Determination

We have a can-do attitude and thrive on problem solving. No matter what the challenge, we explore all options so if there's a way we'll find it. We don't give up easily.

#### Compassion

We care about people. The health and wellbeing of our patients and our people is central to everything we do.

#### Learning

We believe in knowledge-sharing and giving people the means to develop their capabilities. We value learning and continual growth.

#### Collaboration

Working in partnership with stakeholders, communities and colleagues is key to the success of our work.

We respect the skills, knowledge and experience of those we work with and take care to listen and adapt to changes in need.

# Job Description

## HR & Membership Assistant

<b>Job Title</b>	HR and Membership Assistant
<b>Reports to</b>	HR Operations Manager
<b>Duration</b>	Permanent
<b>Hours</b>	Full-time
<b>Place of work</b>	Manchester, UK

### Purpose of role

To provide efficient and effective human resources administration for UK-Med’s core staff and Register members; be the internal expert in specific cohorts of deployable personnel to ensure we can deploy effective response teams when disasters hit.

### Key responsibilities

#### Human Resources

1	To support and implement the HR systems that underpin all of UK-Med’s activities and ensure the smooth running of the organisation.
2	To support recruitment and selection activities from end to end including preparing documentation, posting adverts, responding to queries, administering testing, arranging and conducting interviews, communicating with candidates.
3	To liaise with staff and Register members to ensure that all documentation, check of suitability (e.g. Disclosure and Barring (DBS), health assessment, CV, references, professional registration) and availability information is completed, kept up to date and accurate.
4	To maintain records and ensure HR information is kept securely, accurately and confidentially.
5	To support the contracting of personnel and services.
6	To support colleagues with planning and implementing events and meetings.
7	To support HR projects, providing excellent administrative support

#### Cohort Management

8	To take responsibility for specific groups (cohorts) of Register members, becoming the internal expert on the available human resource for international response.
9	To maintain a good understanding of the availability, skillsets and readiness for deployment of specific groups of staff and Register members and contribute to the creation of on-call or deployable health personnel lists for UK-Med’s activities.
10	To be the first point of contact for cohort members, providing excellent customer service and building strong professional relationships.

<b>Data and Database Management</b>	
11	To update records, including updating databases, maintaining and supporting shared file stores and management of data.
12	To facilitate access to data for relevant colleagues both with and outside of UK-Med, in line with data protection / GDPR requirements.
13	To ensure that confidential and or personal information is stored and processed in line with internal policies and data protection / GDPR requirements.
14	To support the review and management of shared data systems.
15	Ensure appropriate archiving of data and records.
<b>Staffing international responses</b>	
16	To ensure up to date information on Register member availability, skillsets and readiness is available for decisions on team membership.
17	To support visa and immigration processes, and temporary professional registration processes for deployed staff and volunteers, providing accurate information in a timely fashion.
18	To keep accurate records of where people deploy and the period for which they are deployed.
19	Other administration as required to support the effective implementation of a response, which may require working anti-social hours.
<b>Communication</b>	
20	To respond to staff, candidate and Register member enquiries, including managing email inboxes and providing high levels of service to candidates and members.
21	To support the use of mailing systems eg. Mail Chimp.
<b>Health and Safety</b>	
22	To maintain and support health and safety systems and processes for compliance.
<b>Finance</b>	
23	To review and process expenses and invoices in line with financial procedures.
24	To undertake finance administration in line with policies and procedures.
<b>Safeguarding</b>	
25	Play a key role in applying safeguarding vetting requirements for staff and Register members, ensuring that we never deploy personnel unless they have passed appropriate vetting processes.
26	Comply with and uphold UK-Med safeguarding policies (including child protection, prevention of sexual exploitation and abuse, bullying and harassment) and all Codes of Conduct.

27	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>Other</b>	
28	Manage and respond efficiently and professionally to email inboxes.
29	Manage team meeting administration and room bookings.
30	Provide regular information and data updates on activity to the HR Operations Manager for reporting purposes.
<b>General duties</b>	
31	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
32	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
33	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
34	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
35	Treat all people including colleagues, patients and other beneficiaries, volunteers, partner staff and the general public with respect and ensure their dignity in interactions with you and UK-Med.
36	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

# Person Specification

## Human Resources Administrator

<b>Qualifications / Professional Memberships</b>		
1	HR professional qualification e.g. CIPD Level 3 or above	Desirable
2	Relevant academic qualifications e.g. in Human Resource Management, international development, emergency response or humanitarian aid	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Ability to provide high standards of administrative support related to multiple projects and multiple personnel simultaneously	Essential
4	Excellent attention to detail	Essential
5	Experience of delivering high standards of customer service.	Essential
6	Experience of working with large amounts of data and maintaining accurate records	Essential
7	Able to handle sensitive information with confidentiality and tact	
8	Excellent interpersonal and team working skills	Essential
9	Good IT skills, including use of Microsoft Word, Excel and database systems	Essential
10	Excellent verbal and written communication skills.	Essential
11	An understanding of what makes an effective recruitment process	Essential
12	A basic understanding of the WHO Emergency Medical Team Initiative	Essential
13	Previous experience in the humanitarian and/or health sector.	Desirable
14	Previous experience undertaking HR and/or recruitment processes.	Desirable
15	Knowledge of GDPR regulation and its implications	Desirable
<b>Personal Attributes</b>		
16	A desire to work in an administrative role in a HR function and build a career in HR	Essential

17	A positive and flexible approach to problem solving	Essential
18	Resilient individual who thrives in a fast-paced and rapidly changing environment	Essential
19	Highest standards of integrity and professional conduct	Essential
20	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do	Essential
<b>Practical requirements</b>		
21	Willingness to work some weekends and evenings to contribute to deployment preparedness if required	Essential
22	Willingness and suitability to deploy internationally with our response teams in an operational support role	Desirable

# Key terms and benefits

<b>Salary:</b>	Up to £21,000 gross annual
<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>	Although this role will not be expected to deploy frequently, if willing to do so the post holder will be prepared for deployment in operational support roles
<b>Safeguarding:</b>	To follow UK-Med safeguarding practices as required within the role.
<b>Professional requirements:</b>	Membership of professional bodies is not a requirement but may be an advantage
<b>Term of contract:</b>	Permanent

# UK-MED

Building a world  
prepared to help