



# Operations and Business Development Manager

Candidate Information Pack

May 2022

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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:	Operations and Business Development Manager
Hours:	Full-time, 35 hours per week
Remuneration:	Negotiable
Duration:	This role is funded till August 2022 with a view of being extended to permanent dependent on funding.
Location:	Hybrid working with a minimum requirement of attending the Manchester office one week per month. Significant overseas travel required (up to 40%)

### **Are you an exceptional manager with a passion for Operations & Business Development 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 Operations and Business Development Manager will work with key internal stakeholders on the identification and coordination of new business development opportunities and associated grant management. The role will seek new funding opportunities and work on existing grants.

The role of Operations and Business Development Manager will also involve deployment to humanitarian responses and existing country programmes, supporting general operations and will also involve grant management support. The successful candidate will provide oversight of UK-Med deployments from HQ as required.

This role will contribute to response preparedness and organisational readiness. The Operations and Business Development Manager will work on the development and improvement of operations systems and processes development for UK-Med. 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. The closing of the applications will be mid night on 12<sup>th</sup> June 2022. Potential interview date will be on Friday 17<sup>th</sup> June 2022.

Applications should be submitted through our [online jobs portal](#) . This vacancy will close as soon as we have received enough strong applications. This is an ongoing recruitment campaign to support our current mission in Ukraine.

***Offers will be conditional on existing or reasonable expectation of gaining right to work in Ukraine and transit through neighbouring countries as necessary\****

Please note:

- Applicants must have an existing right to enter Schengen Zone countries in order to transit to Ukraine e.g. citizenship/residence of a Schengen Zone country, or an ETIAS eligible country (<https://www.etiasvisa.com/etias-requirements>).

*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

<b>Job Title</b>	Operations and Business Development Manager
<b>Reports to</b>	Director of Operations
<b>Duration</b>	This role is funded till August 2022 with a view of being extended to permanent dependent on funding.
<b>Hours</b>	Full time 35 hours.
<b>Place of work</b>	Hybrid working with a minimum requirement of attending the Manchester office one week per month.  Significant overseas travel required (up to 40%)

## Purpose of role

Identifying and managing new business opportunities with key internal stakeholders, managing existing grants, and seeking new funding opportunities.

Additionally, the successful candidate will support general operations and grant management as well as deployments to humanitarian response and existing country programmes.

## Key responsibilities

### Business Development and Grant Management

1	Work with the Operations Director to identify new funding opportunities for UK-Med and coordinate funding proposal and budget development.
2	Provide oversight of management and reporting against existing grants.
3	Ensure donor compliance and timely reporting against existing grants.

### Development and improvement of Operations Systems and processes development for UK-Med

4	Identify and follow up on opportunities to improve and develop grant management and operations systems and processes in coordination with the Operations Director.
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### Operations and Programme Management

5	Act as Desk Lead and focal point for specific responses (allocated based on workloads / expertise).
6	Lead and provide oversight of programmes and projects including monitoring progress against objectives, ensuring monitoring evaluation and learning activities are completed and reporting meets requirements internally and externally.
7	Undertake budget—management for programmes and projects, ensuring that procurement is in line with finance procedures and donor requirements, expenditure is properly accounted for, spend is monitored and controlled and reporting to donors is accurate and timely.



8	Design of proposals / response objectives and budgets in close coordination with Health Technical team, Logistics, Finance, HR and others as required.
9	Work with Membership and HR team to resource response teams and input into workforce planning.
10	Ensure smooth and safe deployment of personnel for specific responses including liaison with administrators / Logistics / HR.
11	Ensure security plans are developed and monitored, in collaboration with Security Lead and the Director of Operations.
12	Oversee deployment / response administration including ensuring timesheets are submitted, working with Finance to ensure team payments are made and updating of core admin documents (asset registers, insurance requirements, risk registers etc).
<b>Team Support</b>	
13	Support the Operations Director in development of Operations as a fully functioning and effective function, including strategy, process and procedure development.
<b>Knowledge, Management and Learning</b>	
14	Work with other Operations Team members and the Training and Capacity Building Team to develop good practice in MEAL, ensuring the collation of lessons and actions taken where needed.
15	Support the training and capacity building of members and deploying Teams.
16	Continuously contribute to organisational learning by sharing knowledge, experiences, best practices and supporting colleagues.
17	Support health and membership / HR teams as needed during peak periods.
<b>Responses and Team Oversight</b>	
18	Act as representative of UK-Med in the field and provide day-to-day management, coordination and leadership to the field team.
19	Lead the implementation and maintenance of project activities by coordinating the optimal use of medical, logistical, financial and human resources.
20	Implement and maintain a regular system of progress monitoring and evaluation against objectives and regular communication with HQ on progress challenges.
21	Ensure all processes and administrative support are in place in order for the field team to carry out and maintain operations (field budget and cash, staff compliance to procedures etc.)
22	Comply with and ensure application of all UK—Med, UK- EMT and partner policies and practice including with respect to safeguarding, code of conduct, health and safety, equal opportunities, crisis management.
23	Establish strong working relationships with other actors and relevant stakeholders on the ground.

24	Compile end of deployment reports and evaluations.
<b>Security</b>	
25	Maintain end line responsibility for the safety and security, staff health and wellbeing of team members during a deployment and maintain contact with them.
26	Take a lead role in field coordination of crisis management and incident reporting as required.
<b>Finance</b>	
27	To undertake finance administration in line with policies and procedures.
<b>Safeguarding</b>	
28	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.
29	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.
30	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>Other</b>	
31	Act as operational Team Lead or deputy depending on type and scale of response.
32	Manage and respond efficiently and professionally to email inboxes.
<b>General duties</b>	
33	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
34	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
35	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
36	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
37	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.
38	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

# Person Specification

## Operations & Business Development Manager

<b>Qualifications / Professional Memberships</b>		
1	Degree qualification in a relevant subject i.e., Humanitarian Operations / International Development/ Business Management/ Development or similar.	Desirable
2	Other relevant qualifications or training within Humanitarian Operations and/or Business Management/ Business Development.	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Significant professional experience in humanitarian health operations management and programming.	Essential
4	Significant professional experience in business development with experience of working with multiple stakeholders/ external partners.	Essential
5	Significant experience of working on grant management and building external partnerships with funders.	Essential
6	Experience of managing multi—disciplinary/ multi—cultural teams in insecure environments.	Essential
7	Experience in project cycle management including proposal development, budgeting and reporting, monitoring and evaluation.	Essential
8	Understanding of security management good practice and experience of overseeing team security.	Essential
9	Excellent interpersonal, representation and negotiation skills, with the ability to influence, build consensus and develop partnerships.	Essential
10	Experience and skills in problem solving and prioritization with the ability to exercise sound judgement and make decisions independently.	Essential
11	Awareness of and commitment to best practice in relation to safeguarding, protection, health and safety and equality.	Essential
12	Experience in managing Primary Health Care programmes in a humanitarian setting.	Desirable
13	Proficiency in a 2nd language, such as Spanish, French, or Arabic.	Desirable
14	Able to deal with ambiguity and processes in a new team within a growing and evolving organization.	Essential
15	Flexible, can—do attitude.	Essential

16	Able to work effectively both independently and as part of a team.	Essential
17	Energetic and resilient individual who thrives in a fast-paced and rapidly changing environment.	Essential
18	A patient, calm and good communicator (oral/written), who functions well across different cultures, languages, personal interests and agendas.	Essential
19	Commitment to UK-Meds humanitarian mandate and passionate about putting patients at the heart of everything we do.	Essential
<b>Practical requirements</b>		
20	Able to travel to Manchester Office for regular meeting and Workshops.	Essential
21	Willing to comply and be able to pass medical and safeguarding checks required to ensure suitability for deployment.	Essential
22	Willingness to work some weekends and evenings as required.	Essential
23	Willingness to deploy with UK-Med overseas as required.	Essential

## Key terms and benefits

<b>Salary:</b>	Negotiable
<b>Working hours:</b>	Full-time; you will be required to work the hours as are necessary for the proper discharge of the duties.
<b>Annual Leave:</b>	25 days per year plus 8 public holidays (pro rata for the duration of the contract)
<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>	Role funded till August 2022 with a view of making this role permanent once long-term funding is approved

# UK-MED

Building a world  
prepared to help