



Head of HR Operations

Candidate Information Pack

August 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 people work together to:

- **Respond:** rapidly to emergencies, delivering the expertise needed to support local health services and save people's lives.
- **Prepare:** health staff through training and capacity building, enabling health services to be better prepared for emergencies.
- **Learn:** and share learning worldwide through our academic partners, ensuring patients get the best care.

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: Head of HR Operations
Salary: GBP 40,000 – GBP 45,000 gross annual
Hours: Full-time
Duration: Permanent contract
Location: UK-Med Office, Manchester, UK with hybrid working (approximately 30% on-site) OR applications to work outside the UK within +/- 2 hrs time difference will be considered

Can your HR expertise and leadership help UK-Med provide life-saving humanitarian health care?

Humanitarian health needs are growing. We are seeking a skilled HR professional with the experience to help recruit, vet, mobilise and engage our staff and members. 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?

As our new Head of HR Operations, you will play a key role in ensuring UK-Med is a great organisation to work and volunteer for. You will help make sure we have the right personnel in our core staff team, our Country Programmes and the UK-Med Register of 1000 medical and non-medical international responders. You will ensure effective transactional HR services and a high-quality rapid recruitment service underpin our work. You will bring broad generalist HR expertise, the ability to inspire, mentor and develop colleagues and a passion for working thoroughly at high pace.

Our ideal candidate will be passionate about both UK-Med's humanitarian mission and the power of the HR function to support successful programming. You will be experienced and expert in HR and a true generalist with experience across the full spectrum of HR activity including recruitment, selection, pre-employment screening, performance management, employee relations and organisational development.

You will be comfortable working at pace and thrive on achieving challenging objectives and meeting rapidly changing demands. You will have a track record of improving systems and processes, a sound understanding HR best practice and associated fields (e.g., equality, diversity and inclusion / safeguarding). You will be willing to deploy internationally in support of our international responses. Experience working internationally, particularly in humanitarian emergency response, is an advantage but not essential.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through humanitarian work. UK-Med is a growing and developing organisation with a committed team of staff, volunteers and members. This role is a truly exciting opportunity to help develop our people services to meet the challenges and opportunities our growth present.

How to apply

To apply, please submit a **current CV** and a **supporting letter (2 pages)** through our [online jobs portal](#).

Your covering letter must include a **detailed** explanation of your suitability for this post with **specific reference to the criteria** in the person specification

Applications must be submitted no later than **Sunday 4 September 2022**. We are aiming for interviews in **w/c 5 September 2022**.

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)

We're 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 around 1000 people (mostly healthcare professionals and experienced NGO support staff) who have 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 Foreign, Commonwealth and Development Office (FCDO).

We prepare rapid deployment teams ready to respond to various health emergencies 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 or full self-sufficient treatment centres.

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

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 change.

Job Description

Job Title	Head of HR Operations
Reports to	Associate Director of HR & Membership
Duration	Permanent
Hours	Full-time
Place of work	UK-Med Office, Manchester, UK. Required to deploy internationally as required (generally short-term).

Purpose of role

To lead and develop UK-Med's HR operations and processes, ensuring effectiveness of recruitment and selection, vetting, onboarding, contracting, performance management and offboarding processes for the core staff team, registers of international responders and personnel in overseas programmes

Key responsibilities

Recruitment and onboarding of staff, consultants and registers of international responders

1	Ensure the effective coordination of recruitment campaigns and selection activities in line with HR best practice
2	Ensure the effectiveness of key onboarding processes and pre-employment screening for core staff and members of UK-Med Register, including referencing, criminality checks, license to practice / healthcare professional registrations and health clearances
3	Lead and oversee workforce planning activities for core staff, staff in country programmes and the UK-Med Register of personnel for international programming
4	Ensure the effective forward planning of recruitment and selection activities to enable staffing of programme and supporting roles
5	Negotiate contract terms and issue contracts in line with authorisations

On-call teams and readiness of emergency personnel

6	Work with members of the HR operations team to ensure readiness of on-call teams and contingent workers to the levels required to staff emergency response surge deployments
7	Lead the team in rapidly completing preparation activities to ensure required personnel can be deployed safely and swiftly where they are needed
8	Work with partner organisations to ensure alignment of UK-Med Register needs and approaches to enable operational effectiveness
9	Liaise with country programme, departmental and technical leads to ensure HR Operations planning supports the programmatic and organisational needs

Staff management

10	Line-manage HR operations staff, coaching and supporting their development, directing their work to ensure achievement of organisational objectives, and inspiring them to high performance
Employee and member engagement and EDI	
11	Monitor diversity of staff and membership and the impact of individual characteristic on experiences of UK-Med
12	Support development of Equality, Diversity and Inclusion approaches throughout the organisation, ensuring that the EDI working group is well supported and agreed actions are completed
13	Monitor and work to encourage ever increasing levels of employee and member engagement and satisfaction
Learning & Development / Organisational Development	
14	Ensure that all personnel receive a through induction to the organisation, working in coordination with the Learning and Capacity Building Team where appropriate
15	Ensure that new managers are inducted effectively into UK-Med's HR approaches and processes, and support the ongoing development of UK-Med's managers
16	Ensure effective implementation and administration of performance management, appraisal and staff development systems across the organisation, including for deployed personnel
17	Ensure that all staff have an active professional development plan in place and that staff development budgets are prioritised to meet individual and organisational needs
Supplier relationships	
18	Manage supplier relationships including for HR information system, applicant tracking system, membership information system and outsourced pre-employment checks, ensuring high standards of service and that UK-Med Policies are upheld.
Information management and record keeping	
19	Ensure that accurate and up to date HR records are kept up to date for all employees, consultants and deployed volunteers
20	Ensure that HR and membership records are accurately maintained and managed in line with Data Protection regulations, and to demonstrate compliance with relevant regulatory standards (e.g., Medicines and Healthcare products Regulatory Authority, Civil Aviation Authority, UK Visas and Immigration)
21	Produce relevant and timely management information, including absence records, satisfaction/engagement information, recruitment and retention data
Safeguarding	
22	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.
23	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
General duties	

24	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
25	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
26	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
27	Comply with all health and safety policies and procedures.
28	Undertake training and comply with vetting and health requirements (including CRB / police checks, referencing, health screening and vaccination requirements) appropriate to the role as specified by UK-Med.
29	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.
30	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

Deployed role – this role may travel with medical teams during a humanitarian health response.

D1	When required, deploy internationally with UK-Med health responses to provide generalist HR services and/or to undertake HR casework
D2	Lead recruitment of national staff for UK-Med and UK EMT Responses
D3	Handle employment relations and safeguarding casework in the field, including handling repatriation processes if necessary
D4	Ensure that field operations are implementing UK-Med standards including for recruitment, onboarding, staff management, safeguarding, HR data management and EDI
D5	Monitor working time / days and ensure that accurate records are maintained for payment and contracting purposes
D6	Provide timely information on emerging staffing needs to colleagues to allow for timely recruitment and contracting
D7	Assist in other roles in the deployment as required, including finance, administration and communications activities

Person Specification

Head of HR Operations

Qualifications / Professional Memberships		
1	Level 5 / Degree / Postgraduate Diploma in Human Resource Management (or equivalent knowledge and experience)	Essential
2	Membership of a human resources professional body (e.g., CIPD)	Desirable
3	Other relevant qualifications or training	Desirable
Knowledge, Skills and Experience		
4	Excellent theoretical knowledge of HR practice combined with significant practical experience in HR generalist roles	Essential
5	A proven track-record of managing recruitment and selection processes including working at scale and pace	Essential
6	Awareness of and commitment to best practice in relation to safeguarding, child protection, health and safety and EDI	Essential
7	Excellent IT skills and a confident user of Microsoft Office and database software	Essential
8	Excellent verbal and written communications skills	Essential
9	Strong organisational skills with experience of managing multiple tasks and the ability to prioritise	Essential
10	Excellent interpersonal and negotiation skills, with the ability to influence and build consensus and partnerships	Essential
11	Previous experience in a relevant sector, ideally with field experience in humanitarian / development contexts	Desirable
12	Previous experience in the NHS / healthcare sector	Desirable
13	Personal experience of working in emergency humanitarian responses	Desirable
14	Experience of working with membership / voluntary sector organisations	Desirable
15	Experience of managing HR staff and ensuring their development as professionals	Desirable
Personal Attributes		

16	Flexible, can-do attitude and good team player	Essential
17	Approachable and professional, with the ability to build rapport with a wide range of stakeholders to forge excellent working relationships	Essential
18	Energetic and resilient individual who thrives in a fast-paced and rapidly changing environment	Essential
19	Goal-orientated, with the ability to set clear objectives and plans to achieve them	Essential
20	Commitment to UK-Med's humanitarian mandate and passionate about putting patients at the heart of UK-Med's communications	Essential
21	Able to apply the required technical and professional expertise to the highest standards; promote and share best practice within UK-Med	Essential
22	Willingness to submit to medical and safeguarding checks required to ensure suitability	Essential
23	Willingness to work some weekends and evenings if required	Essential
24	Willingness to deploy internationally with UK-Med as required	Essential

Key terms and benefits

Salary:	£40,000 - £45,000 gross annual
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 35 hours per working week. Work will normally be undertaken in office hours, Monday to Friday, but weekend and evening working will be required.
Annual Leave:	25 days per year plus 8 public holidays
Pension:	If base in UK: 10% employer contribution, with 5% employee contribution to a specific defined contribution scheme
Deployment:	You may be selected to travel in support of our international programmes of work. To do so you must be fit to deploy and agree to undertake medical assessments to confirm this fitness
Safeguarding:	To ensure the suitability for the role's work with both adults and children, an assessment of suitability to work with these groups will be completed which will include a DBS / police check. Suitability for this work is a condition of employment.
Professional requirements:	Membership of professional bodies is not a requirement but may be an advantage
Term of contract:	Permanent

UK-MED

Building a world
prepared to help