



# Administrative Assistant

Candidate Information Pack

February 2023

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

At UK-Med, we 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.

This is a pivotal time in our history to join UK-Med. At the end of February 2022, we received the first of many calls asking for help with the crisis in Ukraine. We now have programmes across Ukraine including surgical support, health clinics, and emergency preparedness training. More than 10,000 people have already received direct support or training from UK-Med as a result.

In June 2022, we were awarded EMT (Emergency Medical Team) status by the World Health Organization. A month later, we were formally appointed to provide EMT services for the UK government. As such we are at the front line of the Foreign, Commonwealth and Development Office's response to humanitarian crisis and can also respond to any crisis, anywhere in the world, under our own banner.

We are very excited about our plans and hope you will join us on this extraordinary journey.

David Wightwick

**UK-Med Chief Executive Officer**

## Advert

Role: Administrative Assistant  
Salary: £22,000 gross annual  
Hours: Full-time / Part-time considered for the right candidate.  
Duration: Short term - 3 months  
Location: UK-Med Office, Manchester, UK with hybrid working

### **Are you an experienced Administrative Assistant with a solid background in providing rapid support in a humanitarian context?**

UK-Med is a frontline medical aid charity. Born of the NHS, we've been working for over 30 years towards a world where everyone has the healthcare they need when crises or disasters hit.

We are recruiting a skilled administrative assistant to join our HQ team to provide excellent administrative support. 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?

The successful candidate will work alongside our travel and admin coordinator playing a key role supporting every travel administrative aspect of the charity's work by ensuring the smooth implementation of administrative processes.

You will bring experience of working in an administrative support role from preparing documents such as invoices, creating, editing, and updating spreadsheets to scheduling travel arrangements.

You will be good at working in teams as well as working independently with limited supervision.

You will be comfortable working at pace and thrive on achieving 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)** 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 **24<sup>th</sup> of February 2023**

*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'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

<b>Job Title</b>	Administrative Assistant
<b>Reports to</b>	Travel and Administration Coordinator
<b>Duration</b>	Short term – up to 3 months
<b>Hours</b>	Full-time / Part-time considered for the right candidate.
<b>Place of work</b>	UK-Med Office, Manchester, UK. with hybrid working
<b>Purpose of role</b>	
To support our travel and admin coordinator in maintaining travel operation and record keeping, along with the provision of wider administrative support to the team.	
<b>Key responsibilities</b>	
<b>Technical</b>	
1	Provides administrative support to ensure efficient operation of office.
2	Scheduling travel arrangements, such as booking flights, cars, and making hotel and restaurant reservations.
3	Creating, editing, and updating spreadsheets
4	Conducting research and compiling data upon request
5	Maintenance of the filing system ensuring safekeeping of confidential materials.
6	Ensure prime documents (invoices etc) are electronically scanned and paper documents are appropriately and securely stored.
7	Extraction of data from various sources.
8	Perform analysis of travel costs and provide estimates.
9	Prepare and provide travel itinerary.
10	Opening, sorting and distributing incoming correspondence to designated departments or individuals.
11	Managing calendars for your immediate supervisor or manager.
12	Assisting in resolving any administrative problems.
13	Other administrative tasks that might be required to support team projects
<b>Safeguarding</b>	



13	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.
14	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
15	Ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
16	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
17	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
18	Comply with all health and safety policies and procedures.
19	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.
20	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.
21	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

## Person Specification

### Administrative Assistant

Qualifications / Professional Memberships		
1	Secondary education. Certification in administration desirable.	Essential
2	University Degree in Business or Public Administration would be desirable but is not a requirement.	Desirable
3	Other relevant qualifications and training	Desirable
Knowledge, Skills and Experience		
4	Attention to detail and problem solving skills	Essential
5	Excellent time management skills and the ability to prioritize work	Essential
6	Knowledge of office management systems and procedures	Essential
7	Experience in the usage of computers and office software packages (MS Word, Excel, etc.).	Essential
8	Strong organisational skills with experience of managing multiple tasks and the ability to prioritise	Essential
9	Excellent verbal and written communication skills	Essential
Personal Attributes		
17	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 achieving 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

## Key terms and benefits

<b>Salary:</b>	£22,000 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 for UK-based staff.
<b>Deployment:</b>	You may be required 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.
<b>Safeguarding:</b>	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.
<b>Professional requirements:</b>	Membership of professional bodies is not a requirement but may be an advantage
<b>Term of contract:</b>	Short term – up to 3 months



Building a world  
prepared to help