



# Warehouse Assistant

Candidate Information Pack

April 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:	Warehouse Assistant
Hours:	Full-time
Remuneration:	Up to £22,500 (dependent on experience)
Duration:	Permanent
Location:	Stockport, Greater Manchester, UK

### **Are you willing to work hard and support our exciting warehouse operations by using your expertise to help UK-Med deliver life-saving medical aid?**

UK-Med is a frontline medical aid charity. Born of the NHS, we've been working for over 30 years.

We are seeking a warehouse assistant to join our growing team. You will be working alongside the UK-Med Warehouse Manager to undertake key work in our warehouse.

You will be managing stock, maintaining kit and equipment, and temperature mapping the facility. You will support our training events and teams who travel overseas by preparing equipment for dispatch and driving to venues in the UK as required.

You will be working across two sites around Stockport, based 3 miles apart. Flexibility on a day-to-day basis will be required.

You will have a positive and flexible problem-solving approach and be willing, able, and ready to deploy to support all UK-Med programmes and projects.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference.

## How to apply

To apply, please submit a **current CV and a supporting letter** (no more than 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 **5<sup>th</sup> of May 2023**.

*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

## Warehouse Assistant

<b>Job Title</b>	Warehouse Assistant
<b>Reports to</b>	Warehouse Manager
<b>Duration</b>	Permanent
<b>Place of work</b>	Stockport, Greater Manchester, UK

### Purpose of role

You will be assisting our warehouse operations. Undertaking a scope of warehouse activities such as packing, stocking, rearranging products in the warehouse and ensuring equipment and supplies are rapidly dispatched with our medical teams during training or deploying to humanitarian emergencies.

### Key responsibilities

1	Maintain all UK-Med, UKEMT and partner kit and equipment to a high standard ready to support programme activities – training, simulation, deployment etc
2	Maintain all UK-Med and partner medical equipment, devices, and pharmacy in compliance with MHRA regulations, and ensure Good Distribution Practice (GDP) principles are adhered to.
3	Undertake the ongoing maintenance of UK-Med equipment, particularly the drying, cleaning and maintenance of all kit and equipment when it returns from UK-Med activities
4	Undertake routine physical/practical warehouse activities - loading and unloading vehicles; putting up shelters (tents); shelf stacking; moving equipment either by hand or using mechanical handling equipment; basic servicing and charging of mechanical and electronic equipment.
5	Complete routine/daily warehouse admin duties – Temperature monitoring, Goods in and Out processes, Stock management and Stock control in a timely and efficient manner.
6	If licensed, drive vehicles up to 3.5t to collect or deliver equipment around the UK as required.
7	Stock management of perishable and time bound goods
8	Maintain the warehouse, offices, and surroundings in a tidy and safe condition in line with HSE regulations.
9	Observe and maintain site security
10	Comply with all policy and procedure requirements, including all health and safety requirements

### Non-Routine Activities



1	Be willing to support the dispatch of kit and equipment at short notice (outside of normal working hours) to support deployment of teams to sudden onset disasters
2	Work occasional weekends in support of UK-Med or UK EMT training or simulation exercises and may be occasionally required to start earlier than usual or work later in order to respond to emergency responses or delays to shipments.
<b>Pharmacy</b>	
11	Work alongside UK-Med’s pharmacist to ensure the pharmacy quality management system is up to date and adhered to by staff and visitors. Ensure the warehouse is maintained in accordance with MHRA licensing requirements and to the standard required to pass any planned or unplanned MHRA inspections. Report to the deputy RP (Responsible person) in the routine management and control of all pharmacy, its systems, and resources. Support the RP in planning, maintaining, and delivering these systems.
12	Undertake daily/routine pharmacy checks/data logging, and record details for review by MHRA
13	Maintain and prepare pharmacy “cold chain” packaging materials to ensure its performance and readiness to deploy to sudden onset disaster
<b>Programme Support</b>	
14	In emergencies actively participate in the preparation of and dispatch of stock.
15	Coordinate communication lines and functional links, between warehouse, logistics, supply chain and all UK-Med departments
16	As required deploy abroad to support both capacity building or training activities or emergency responses
17	Other tasks as might be required to ensure effective delivery of UK-Med projects and programmes of work
<b>Safeguarding</b>	
18	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.
19	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
20	To ensure and promote Equality, Diversity, and Inclusion (EDI) in line with UK-Med’s EDI Policy.
21	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
22	Support UK-Med’s environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.

23	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
24	Work within the security framework and subsequent rules and procedures put in place for the deployment depending on the context
25	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.
26	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work.

# Person Specification

## Warehouse Assistant

<b>Qualifications / Professional Memberships</b>		
1	Qualification or equivalent experience in warehousing and/or business administration	Desirable
2	Relevant professional / postgraduate qualification in humanitarian response or supply chain.	Desirable
<b>Knowledge, Skills, and Experience</b>		
3	Capable user of Microsoft Office, particularly Word and Excel and willingness to learn stock management database software (relevant training provided)	Essential
4	UK driving licence (clean)	Essential
5	Willingness to work with minimal facilities for extended periods of time in harsh environments.	Desirable
6	Ability to safely undertake manual handling tasks.	Desirable
7	A methodical approach to work and capable of working with minimum supervision.	Desirable
8	Ability to rapidly assimilate new systems and processes.	Desirable
9	Practical with the skills and ability to problem solve, repair and design solutions to issues as encountered	Desirable
10	Willingness to undertake overseas travel and deploy to humanitarian emergencies	Desirable
11	Experience and / or qualifications relating to Dangerous Goods	Desirable
12	Knowledge and understanding of HS Codes	Desirable
13	Awareness of the WHO Essential Medicines (Formulary) and National Drug Policies	Desirable
14	Experience in managing teams of staff and/or volunteers	Desirable
15	Experience in the wholesale distribution of medical products and pharmaceutical supply chain management	Desirable
16	Experience working in supply chain/logistics role in a humanitarian/NGO setting	Desirable

17	Forklift Truck licence	Desirable
<b>Personal Attributes</b>		
18	Highest standards of integrity and professional conduct	Essential
19	Strong organisational and leadership skills, complemented by sound management abilities	Essential
20	Excellent interpersonal skills and team working skills	Essential
21	A positive and flexible problem-solving approach	Essential
22	Excellent time and task management skills with the ability to balance a full and dynamic workload.	Essential
23	Willingness and ability to pass clearance checks and undertake overseas travel and deploy to humanitarian emergencies.	Essential
24	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards.	Essential
25	Ability to work independently.	Essential
<b>Practical requirements</b>		
26	Ability to travel internationally to any of the UK-Med response including Ukraine and or to various field offices.	Essential
27	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential
28	A commitment to own learning and development and willingness to undertake Continuing Professional Development.	Essential

# Key terms and benefits

<b>Salary:</b>	Up to £22,500 p/a (dependent on experience)
<b>Working hours:</b>	Full-time; you will be required to work the hours as are necessary for the proper discharge of the duties, Work will normally be undertaken in office hours, Monday to Friday, but some 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 may be expected to travel and work overseas in support of our international programmes of work
<b>Safeguarding:</b>	To follow UK-Med safeguarding practices as required within the role.
<b>Professional requirements:</b>	Relevant professional / postgraduate qualification in humanitarian response or supply chain is not a requirement but may be an advantage.
<b>Term of contract:</b>	Permanent

# UK-MED

Building a world  
prepared to help