

# UK-MED



## Training Manager

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:	Training Manager
Hours:	Full-time
Salary:	£36,000 - £42,000 based on experience
Duration:	Permanent
Location:	Manchester, UK (Hybrid working available)

### **Training Manager to innovate and lead Register preparation training for emergency response staff.**

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.

The overall aim of all Register Preparation Training is to ensure that the professionals who deliver UK-Med's responses are well prepared, know what to expect, and deliver the best possible responses resulting in positive health outcomes for the patients and communities we serve.

The Training Manager plays an essential role in ensuring that UK-Med delivers high-quality Preparation Training to our global workforce, which consists of both Core Staff and a Register of approx. 1000 healthcare professionals from all over the world.

The Training Manager works closely with the Director of Learning & Capacity Building on developing strategic direction and vision for UK-Med's digital, in-person and simulation-based training portfolio in line with our learning principles, and in setting up robust quality assurance processes for all stages of training.

The Training Manager is a skilled adult learning professional with a wealth of experience in both leading design and development processes who has a keen eye for quality and an ability to be creative, innovative and strategic in aligning organisational and learner needs. Furthermore, the Training Manager is passionate about researching, testing and trying new developments and tools for online learning in order to create engaging and impactful training for a global target audience.

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 (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 **Sunday 30<sup>th</sup> of April 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.*

## 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

## Training Manager

<b>Job Title</b>	Training Manager
<b>Reports to</b>	Director of Learning & Capacity Building
<b>Duration</b>	Permanent
<b>Hours</b>	Full-time
<b>Place of work</b>	Manchester, UK (hybrid working available)

### Purpose of role

The overall objectives of the role as Training Manager are to:

1. Lead and innovate UK-Med’s training solutions for Register Preparation Training.
2. Manage and quality assure learning design, development and delivery processes.
3. Coordinate learning and best practices with National Capacity Building, MEAL and wider organisational colleagues.

### Key responsibilities

#### Lead and innovate training solutions

1	Develop methodologies and training solutions to ensure that UK-Med’s preparation training portfolio is inclusive and engaging for a global membership
2	Implement methodologies to ensure that preparation training activities are designed and tailored to individual learners’ needs -whilst also focussing on building skills and expectations for collaborative work on responses
3	Manage UK-Med’s Learning Management System, including ensuring that learning pathways are clear, visual identity is engaging and professional.
4	Keep up to date on innovations and development in digital learning which could contribute positively to UK-Med’s methodologies and tools
5	Test and trial innovations and developments in digital and simulation-based learning for humanitarian responders
6	Project manage e-learning development projects and ensure that both suppliers and SMEs are positively engaged to deliver high quality outcomes according to learner needs
7	Develop terms of reference and corresponding budgets for all new training developed
8	Liaise and network with other training providers to ensure a wide and up-to-date knowledge of innovations and developments in the learning and development sector generally and in training in the humanitarian sector specifically.

#### Quality assurance

9	Develop and implement solid quality assurance mechanisms both for concept and content design and development
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10	Conduct Training Needs Analyses with both colleagues and learners to ensure effective learning solutions
11	Ensure that UK-Med Preparation Training is accredited, including diversifying accreditation agencies.
12	Observe training delivery and provide constructive and action-focussed feedback to SMEs and trainers.
13	Advise Subject Matter Experts on learning objectives and learning methodologies to ensure consistency in approach and high quality across all Preparation Training
14	Facilitate training development workshops with colleagues to ensure development of effective and impactful preparation training solutions
15	Feedback learning after training events and activities to the Director of Learning & Capacity Building with a view to continually improving UK-Med's training offering.
16	Ensure training reviews are completed as part of evaluation activities.
<b>Leadership &amp; Reporting</b>	
17	Co-develop and lead on implementation of a 5-year Preparation Training Strategy to ensure high quality training solutions, and alignment with both team and organisational strategy, messages, and priorities.
18	Ensure consistent quantitative and qualitative reporting against UK-Med's Training Evaluation Framework, and communicate learning and best practices with wider team and organisation
19	Ensure consistent reporting against Learning & Capacity Building Team and wider organisational Key Performance Indicators
20	Effectively line manage a Training Officer and Training Administrator
21	Effectively communicate and coordinate between management in the Learning & Capacity Building Team
22	Effectively communicate and coordinate between Learning & Capacity Building Team and other departments such as Health, Operations and HR & Membership
23	Ensure consistent budget monitoring and expenditure tracking
<b>Design and Coordination of Training Events</b>	
24	Maintain day to day oversight of training delivery calendar.
25	Training delivery both online and in-person as necessary and relevant
26	Design, plan and deliver clinical and operational simulation exercises for UK-Med Membership and external partners
27	Ensure effective recruitment, contracting and management of faculty to deliver training
<b>Other</b>	
28	Ensure that key organisational messages are consistently and clearly communicated to Register members and core staff in all training objectives and content



29	Ensure that all communication with Register members is effective and in line with organisational messaging and style guide.
<b>Safeguarding</b>	
30	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.
31	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
32	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
33	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
34	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
35	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
36	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.
37	Other tasks as might be required to ensure effective delivery of UK-Med / projects and programmes of work.

# Person Specification

## Training Manager

<b>Qualifications / Professional Memberships</b>		
1	Professional qualification in adult learning / Learning & Development (or significant demonstrated experience within this area)	Essential
2	Humanitarian /International Relations/ Global health experience.	Desirable
3	Professional qualification in digital learning design and development	Desirable
<b>Knowledge, Skills and Experience</b>		
4	Demonstrated experience in managing, expanding and quality assuring complex training portfolios for global audiences	Essential
5	Demonstrated experience in designing, developing, delivering and quality assuring engaging training solutions to ensure learners achieve intended outcomes	Essential
6	Demonstrated experience in designing and implementing robust training quality processes and frameworks	Essential
7	Experience in co-development of training and learning strategies to ensure high standards of learning as well as clear direction of training portfolio	Essential
8	Demonstrated experience in designing and developing training across delivery methods: digital learning, workshops, simulation exercises, etc.	Essential
9	Effective project management skills	Essential
10	Experience in effectively recruiting and working with external e-learning and blended learning development suppliers	Desirable
11	Experience with Articulate 360 and/or graphic design	Desirable
12	Experience in and knowledge about humanitarian and/or health sector.	Desirable
13	Excellent, flexible and adaptable verbal and written communication skills.	Essential
14	Excellent and adaptable communication style and approach to working.	Essential
15	Excellent interpersonal and team working skills.	Essential
<b>Personal Attributes</b>		
16	Pro-active	Essential

17	Collaborative working style	Essential
18	Ability to adapt working and communication style according to need and context.	Essential
19	A positive and flexible approach to problem solving.	Essential
20	Resilient individual who thrives in a fast-paced and rapidly changing environment.	Essential
21	Highest standards of integrity and professional conduct.	Essential
22	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do.	Essential
<b>Practical requirements</b>		
23	Willingness and suitability to travel both nationally in the UK and internationally for in-person training delivery.	Essential
24	Willingness and ability to deliver training across several time-zones to ensure that UK-Med's global membership is catered for.	Essential
25	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential

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# Key terms and benefits

<b>Salary:</b>	GBP £36,000 - GBP £42,000 based on experience gross annual depending on experience
<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>International Travel:</b>	The postholder is required to travel internationally to deliver on the Learning & Capacity Building Team's responsibilities and in support of wider organisational needs.
<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