



Human Resources Manager— Register

Candidate Information Pack

June 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:	Human Resources Manager
Hours:	UK-Med Register role, no guarantee of any work, but if deployed work will be full-time
Duration:	Register members who deploy will be offered fixed-term contracts. The duration will depend on the requirements of the response, but most responses are between 4 and 12 weeks
Pay:	Up to £3300 to £3600 dependant on assignment
Location:	Internationally / any of the UK-Med response including Ukraine and or to various other locations.

Are you an exceptional HR Manager who can help UK-Med set up an effective HR function and a positive work environment for our humanitarian responses?

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.

Our responses are staffed from our Register of surge responders. Register members undergo extensive training and vetting in advance, so they can be quickly deployed to where they are most needed. Register members who join a response team are offered a fixed-term contract for the response and paid in line with our globally benchmarked pay scales.

We are seeking several new talented people to join our teams in various locations, to be available to deploy in Human Resources Manager roles. partnering with the Head of Mission, you will ensure HR service meets the needs of the programme ensuring efficient and high-quality staff recruitment ensuring a positive work environment for our international and local staff overseeing all HR processes including contracts management, orientation, learning and development, performance management, compensation and benefits, policy and labour law compliance, employee engagement, employee relations and staff wellbeing.

The incumbent will adapt and implement UK-Med's HR initiatives and practices, across our field offices in various Locations and serve as an advisor to improve staffing resources and performance, promote a positive organizational culture, minimize risk and ensure the efficiency of HR processes and procedures.

Our ideal candidate will bring substantial human resources expertise developed through relevant professional experience working in the humanitarian / INGO sector working with diverse teams.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through and influential role in humanitarian programming You will be determined, high performing, compassionate and collaborative, as well as being committed to learning and supporting others to learn. Language skills will be an advantage.

We offer excellent learning opportunities and occasional opportunities to work in international humanitarian responses, should you decide to join our Register at a later date.

How to apply

To apply, please complete the application questions and submit a **current CV and a supporting letter** (2 pages) as soon as possible. Please include 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 18th of June 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)

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

Job Title	Human Resources Manager
Duration	Register members who deploy will be offered fixed-term contracts. The duration will depend on the requirements of the response, but most responses are between 4 and 12 weeks.
Hours	UK-Med Register role, no guarantee of any work, but if deployed work will be full-time.
Place of work	Internationally / any of the UK-Med response including Ukraine and or to various other locations.

Purpose of role

The Human Resources Manager is responsible for leading and managing UK-Med's Human Resources policies, procedures, guidelines and tools across locations where UK-Med deploys. The HR Manager will ensure efficient and high-quality staff recruitment, contracts management, orientation, performance management of international and local staff.

The HR Manager will ensure compliance with local labour law, employee engagement and staff care, for both international and local hires.

Key responsibilities

Human Resources Management

1	Partner with the Head of Mission and other leaders to understand UK-Med International Emergency response objectives, develop the HR staffing plan ensuring its alignment to the country's strategy.
2	Serve as the primary source of HR knowledge in response to employee and/or supervisor requests, be well versed in UK-Med HR Policies and work closely with the HQ HR team to ensure a consistent HR approach across UK-Med.
3	Support and implement the HR systems that support UK-Med's activities and ensure the smooth running of the HR function in UK-Meds International Emergency Response programmes.
4	Develop, maintain, and ensure compliance with HR policies and procedures across the field offices and sharing of best practices between field locations.
5	Coordinate performance reviews with managers and monitor performance outcomes; Link the performance management process to staff development.
6	With support from HR HQ handle employee relations case work; Provide guidance to managers on performance management, disciplinary, grievance and other employee relation issues.
7	Monitor and support staff wellbeing, morale and engagement; Partner with the Head of Mission to promote an engaged and motivated workforce.

8	Participate in wider HR working groups and donor meetings and communicate with external agencies.
9	Supervise the HR Officer, and any other HR roles in the response.
National Staff support	
10	Manage the talent acquisition process for all national positions and ensure policies and procedures are followed according to local labour laws and UK-Med policies.
11	Manage the onboarding process of all national staff; Lead the joiners and leavers procedures; ensure processes are well established and implemented.
12	Ensure UK-Med country office HR Manual/Employee Handbook is developed and applied, and it is regularly updated, ensuring compliance with national legislation and UK-Med policies and procedures.
13	Ensure proper implementation of terms of employment and related policies including leaves, holidays, allowances and benefits, and others
14	Oversee the monthly payroll process, the administration of staff benefits, payments of mandatory taxes, and submission of reports to the local labour office.
15	Regularly review the local labour market and provide guidance on local salaries and benefits, to ensure UK-Med's compensation is competitive and fair.
International Staff support	
16	Liaise with HQ HR & Membership team to promote an effective and smooth talent acquisition process of international staff.
17	Maintain a rota of international staff, capturing R&R, vacation, arrivals and returns, to coordinate movement of international staff with relevant HQ and Country Office departments.
18	Manage and ensure that all international staff receive orientation and onboarding, prior and on arrival to UK-Med Country Office.
19	Support visa and immigration processes and temporary professional registration processes for deployed staff and volunteers, providing accurate information in a timely fashion.
20	Facilitate the exit process for international staff, conduct exit interview and gather data from the feedback provided to feed into UK-Med's learning reviews.
Communication	
22	Collaborate with HQ departments and attend meetings, as required.
Health and Safety	
23	Maintain and support health and safety systems and processes for compliance.
24	Duty of care: act as a focal point for employees, ensuring the health, and well-being of employees.
Safeguarding	

25	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
26	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion
General duties	
27	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy
28	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism and anti-slavery
29	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts
30	Work within the security framework and subsequent rules and procedures put in place for the deployment depending on the context
31	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med
32	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
33	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work

Person Specification

Human Resources Manager

Qualifications / Professional Memberships		
1	Professional qualification in HR.	Essential
2	Relevant academic qualifications e.g. in Human Resource Management, international development, emergency response or humanitarian aid.	Desirable
Knowledge, Skills and Experience		
3	Previous experience as a HR professional working in emergency humanitarian response.	Essential
4	Familiarity with daily staff management tasks in a multi-cultural environment.	Essential
5	Demonstrable skills implementing HR policies and procedures in compliance with HQ and donor regulations.	Essential
6	Solid understanding of and experience in multiple human resource subject areas including employee relations, labour law, performance management, learning and development, organizational change, organizational development, and compensation/benefits.	Essential
7	Ability to quickly build trusted working relationships, deploy influence diplomatically and successfully problem-solve, provide guidance and support to staff.	Essential
8	Understanding of safeguarding processes and safe recruitment in international NGOs.	Essential
9	Able to handle sensitive information with confidentiality and tact.	Essential
10	Excellent interpersonal and team working skills.	Essential
11	Good IT skills, including use of Microsoft Word, Excel and database systems.	Essential
12	Good standard of spoken and written language (equivalent to UN Level III) in English.	Essential
13	Additional relevant languages,.	Desirable
14	Understanding of the WHO Emergency Medical Team Initiative.	Desirable
15	Knowledge of data protection principles and regulation and its implications.	Desirable
Personal Attributes		
15	Personal integrity and the highest standards of personal conduct	Essential

16	Commitment to high performance, striving for excellence in all aspects of work	Essential
17	Determined; working hard to get the job done and finding solutions to problems	Essential
18	Compassionate; putting the health and wellbeing of patients and colleagues at the heart of all actions	Essential
19	Collaborative; inclusive and respectful in all interactions with others, and an active and skilled communicator	Essential
20	Committed to learning; continuously developing own skills, supporting the development of others and contributing to continuous improvement	Essential
21	Able to work independently with limited supervision.	Essential
Practical requirements		
22	Willingness to work weekends and evenings as required.	Essential
23	Will be practically available frequently enough, for long enough periods to deploy to diverse contexts	Essential
24	Willingness to commit time to and provide authorisation for vetting procedures, medical clearance, training and development and other readiness activities	Essential
UK-Med Core Humanitarian Competencies		
C1	Understands operating contexts, key stakeholders and practices affecting current and future humanitarian interventions	Essential
C2	Is accountable for own work and uses resources effectively to achieve lasting results	Essential
C3	Develops and maintains collaborative and coordinated relationships with colleagues, stakeholders and staff	Essential
C4	Operates safely and securely in pressured environments	Essential
C5	Adapts to pressure and change to operate effectively within humanitarian context	Essential
C6	Demonstrates humanitarian values and principles, and motivates others to achieve results in complex situations, independent of role, function or seniority	Essential

Key terms and benefits

Salary:	Up to £3300 to £3600 dependant on assignment
Working hours:	UK-Med Register role, no guarantee of any work, but if deployed work will be full-time.
Annual Leave:	33 days per year including public holidays (equivalent to 14.5% additional holiday pay if in contexts where holiday cannot be taken).
Safeguarding and sanctions:	<p>To ensure the suitability for the role's work with both adults and children, and/or work within regulated environments (CAA, MRHA) an assessment of suitability for this work will be completed which will include DBS / police checks. For work in some countries or funded by some donors we will also run a comprehensive sanctions / suitable person check.</p> <p>Suitability for this work is a condition of employment.</p>
Health and medical:	<p>Health clearance as 'fit to deploy' by our occupational health provider is an essential requirement for deployment in this role.</p> <p>You must complete course of all required vaccinations to be cleared for deployment.</p>
Professional requirements:	There are no required professional memberships although relevant memberships may be an advantage.
Term of contract:	Register members who deploy will be offered fixed-term contracts. The duration will depend on the requirements of the response, but most responses are between 4 and 12 weeks.

UK-MED

Building a world
prepared to help