

UK-MED



MEAL Manager

Candidate Information Pack

July 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 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:	MEAL Manager
Hours:	Full time
Duration:	Permanent
Pay:	£36,000 - £42,000
Location:	Manchester, UK (Hybrid working available)

Monitoring, Evaluation, Accountability and Learning (MEAL) Manager to lead implementation of UK-Med's MEAL system and activities

The overall aim of UK-Med's MEAL function is to ensure that organisation-wide efforts related to donor reporting and programmatic MEL is reported against strategic indicators, translated into organisational learning and improvement, and gets communicated effectively to senior leadership, board of trustees, donors, and partners and stakeholders in the wider humanitarian (health) sector through high-quality reports based on robust data analysis.

The MEAL Manager plays an essential role in ensuring that UK-Med implements a robust MEAL framework on all emergency responses as well as on long-term programmes and leads on ensuring and communicating organisational learning and improvement. The MEAL Manager works closely with the Director of Learning & Capacity Building and colleagues from across the organisation to ensure that strategic direction and vision for UK-Med's MEAL function is implemented in line with our organisational strategy, and in setting up robust learning and improvement processes across the organisation.

The MEAL Manager is an experienced and skilled Monitoring, Evaluation, Accountability and Learning professional with a wealth of experience in leading an organisational MEAL system for humanitarian programming. Furthermore, the MEAL Manager is passionate about training and preparing colleagues to deliver on programmatic MEAL responsibilities and about working with organisational leadership, external partners and donors on ensuring programme quality.

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 **Friday 18 August 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)

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.

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 60 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 the principal 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	MEAL Manager
Reports to	Director of Learning & Capacity Building
Duration	Permanent
Hours	Full-time, 35 hours
Place of work	Manchester, UK (hybrid working available)

Purpose of role

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

1. Develop, implement and manage robust processes for reporting against organisational and programmatic KPIs with a keen focus on ensuring organisational learning and improvement.
2. Ensure that Core Staff and Members are well prepared for delivering MEAL responsibilities on responses.
3. Lead on delivering UK-Med's Monitoring, Evaluation & Learning responsibilities for the UK EMT Programme.
4. Provide leadership and direction for the organisational MEAL efforts via the MEAL Working Group, involvement in response project teams, presenting reports and data analysis to senior leadership and board of trustees, etc.

Key responsibilities

Organisational MEAL System Implementation & Oversight

1	Carry out a review of current MEAL system and processes
2	Further development and rollout of organisational MEAL standard operating procedures and MEAL tools for implementation on programme and project levels.
3	Lead the implementation of the MEAL system including rollout orientation/training sessions to relevant colleagues and members.
4	Develop organisational MEAL tools for implementation on programme and project level in close collaboration with Health, Operations and Learning departments.
5	Chair the organisation-wide MEAL Working Group to ensure joint efforts and continued engagement from across relevant departments
6	Ensure organisational MEAL systems and tools used to track programme and project implementation progress are robust and maintained and analyse information against organisational targets.
7	Ensure that organisational output tracker (dashboard) is in place and maintained to facilitate timely feedback to senior leadership, board of trustees and donors and partners on organisational impact, beneficiary numbers, reach, etc.

Programmatic MEAL Support

8	Work closely with Director of Learning & Capacity Building, the wider organisational leadership team and FCDO to design the UK EMT MEL capability.
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9	Lead the implementation of a MEL strategy for the UK EMT programme and act as focal point for communication and liaison with FCDO in relation to UK-Med's MEL responsibilities under this programme
10	Work with colleagues from Health, Operations and Learning in developing MEAL strategies and implementation plans for programme proposals
11	Provide training, advice and support to HQ and response teams in setting up programmatic and project level logical frameworks and general monitoring systems as relevant.
12	Surge into emergency responses and country programmes to bridge gaps and support UK-Med team and in-country partners in setting up MEAL procedures as relevant
13	Provide continuous support and expert advice to colleagues in Country Programme(s) and emergency responses.
Training, Learning & Knowledge Management	
14	Develop and facilitate robust learning and improvement processes in close collaboration with Director of Learning & Capacity Building
15	Support colleagues in ensuring that their programmatic and thematic MEAL efforts feed actively into organisational learning
16	Identify MEAL capacity gaps and facilitate training for colleagues and members.
17	Work closely with the MEAL Working Group and Learning & Capacity Building team to develop training to ensure that UK-Med's teams are well prepared for reporting and wider MEAL needs in emergency responses
18	Support and lead training delivery both online and in-person as relevant
19	Ensure data quality through the implementation of effective data verification mechanism and undertaking routine data quality assessments at all levels.
20	Support implementation of learning based on organisational evidence
Leadership & Reporting	
21	Implement a 5-year MEAL Strategy in close collaboration with Director of Learning & Capacity building and wider colleagues to promote organisational learning and ensure alignment with both team and organisational strategy.
22	Lead and support internal evaluation processes as relevant
23	Ensure consistent reporting against Learning & Capacity Building Team and wider organisational Key Performance Indicators as relevant
24	Effectively communicate and coordinate between management in the Learning & Capacity Building Team
25	Effectively communicate and coordinate between Learning & Capacity Building Team and other departments such as Health, Operations and Comms
Other	

28	Contribute to designing, planning and delivering clinical and operational simulation exercises for UK-Med Membership and external partners.
Safeguarding	
29	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.
30	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
General duties	
31	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
32	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
33	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
34	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
35	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.
36	Other tasks as might be required to ensure effective delivery of UK-Med / projects and programmes of work.

Person Specification

Qualifications / Professional Memberships		
1	Relevant professional qualification in Monitoring, Evaluation, Accountability and Learning or significant demonstrated experience within this area.	Essential
2	Humanitarian / Global health experience.	Essential
3	Professional qualification in International Relations, Public Health, Tropical Medicine & Hygiene	Desirable
Knowledge, Skills and Experience		
4	Demonstrable experience of leading and implementing MEAL systems in humanitarian and/or international development contexts	Essential
5	Experience designing or significantly developing MEAL systems tailored to the needs of organisations involved	Essential
6	Experience in writing and reviewing effective strategy, policies, protocols and standard operating procedures for MEAL	Essential
7	Experience of contributing to the development and delivery of staff training and capacity building	Essential
8	Demonstrable experience in leading an organisational MEAL system ensuring flexibility according to programmatic needs	Essential
9	Demonstrable experience in communicating effectively with donors and other strategic stakeholders	Essential
10	Knowledge of the WHO Emergency Medical Teams initiative	Desirable
11	Sound understanding of MEAL in health settings in both UK NHS and humanitarian sector	Desirable
12	Experience in and knowledge about humanitarian and/or health sector.	Essential
13	Excellent and adaptable communication style and approach to working.	Essential
14	Excellent, flexible and adaptable verbal and written communication skills.	Essential
15	Excellent interpersonal and team working skills.	Essential
Personal Attributes		
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
Practical requirements		
23	Willingness and suitability to deploy into humanitarian emergencies as MEAL focal point in support of programmatic setup and to bridge gaps.	Essential
24	Willingness and suitability to travel nationally in the UK as well as internationally for in-person training delivery, meetings and coordination visits.	Essential
25	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential

Key terms and benefits

Salary:	GBP36,000 – GBP42,000 gross annual depending on experience
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
International Travel:	The postholder is required to travel internationally to deliver on the Learning & Capacity Building Team's responsibilities and in support of wider organisational needs.
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 checks. 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