



# Warehouse 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 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 20,000 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 Manager
Hours:	Full-time
Remuneration:	£33,000 GBP - £35,000 GBP per gross annual (dependent on experience)
Duration:	Permanent contract
Location:	UK-Med Warehouse, Stockport Manchester, UK

**Do you have the capability to oversee and manage all aspects of the organization's warehousing operations and be responsible for ensuring the efficient and effective storage, handling, and distribution of goods and supplies of the UK Emergency Medical Team field hospital?**

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 prepare and equip medical teams, both in the UK and worldwide, so they are ready to respond when epidemics, conflict and natural disasters hit. As a WHO verified emergency medical team, we deploy both as the British government's implementing partner for the UK EMT and independently as UK Med. When Ebola struck West Africa in 2014, we recruited and trained UK doctors and nurses who helped local medical teams and other NGOs to bring the outbreak under control. We are core partners, providing the clinical component and key support structures of the UK Emergency Medical Team (UK EMT) in line with WHO standards.

We are recruiting a Warehouse Manager who will lead on managing our current two warehouses to ensure that kit is held in readiness to respond to the emergencies we face and they will play a key role in ensuring the kit is despatched as quickly as possible when needed.

Our ideal candidate will plan and organize warehouse layout and storage areas for optimal space utilization. Establish processes for receiving, inspecting, and storing incoming goods. Develop efficient picking, packing, and shipping procedures to ensure timely delivery of supplies to project sites.

The Warehouse Manager will also have a key responsibility over the health and safety of the two sites and ensuring we are compliant with current regulations as well as supporting the in-house pharmacist on the MHRA compliance measures.

You will have excellent interpersonal and leadership skills and be able to bring together people from a range of organisations, cultures, and perspectives into a coherent team.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through an influential role in our humanitarian programming.

## How to apply

To apply, please submit a **current CV and a supporting letter** (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 **28<sup>th</sup> of July 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 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 largest current program is in Ukraine where we have been running a significant health response since March 2022. 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.

## 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

<b>Job Title</b>	Warehouse Manager
<b>Reports to</b>	Associate Director of Logistics
<b>Duration</b>	Permanent
<b>Hours</b>	Full-time
<b>Place of work</b>	Stockport, Manchester UK

## Purpose of role

- To Manage and develop of UK-Med’s warehouse hub.
- Provide hands on leadership of the systems, procedures, kit, and equipment held there, including the UKEMT field hospitals, UK-Med field hospital and equipment for surgical, trauma and outbreak responses.

## Key responsibilities

### Warehouse Management

1	Act as the lead and focal point for all UK-Med warehouse activities
2	Maintain all kit, equipment and infrastructure, whether owned, donated or loaned, held or stored by UK-Med (including items owned by our partners) in optimum condition and available where necessary for rapid deployment or use
3	Maintain and maximise space within the warehouse to ensure all UK-Med activities can be practically supported and delivered. Regularly update the Associate Director of Logistics and SMT of any issues surrounding space and the ability to effectively deliver support
4	Develop and maintain systems that support functional and efficient warehouse activities. These systems/SOPs should provide oversight of all planned, scheduled, prospective and cyclical tasks, while identifying areas of weakness, and form the basis for future planning
5	Lead on the Health and Safety compliance within the warehouses including ensuring inspection and risk assessments are up to date as well as training and key policies and procedures are adhered to by all staff and visitors to the site.
6	Lead on the monitoring and evaluation of all UK-Med warehouse activities, particularly the lessons learned after emergency deployment. Provide regular updates and feedbacks to the Associate Director of Logistics and SMT
7	Lead on future planning and strategies (systems, devices, infrastructure etc) to keep the warehouse up to date and to efficiently support all UK-Med programmes.
8	Plan, coordinate and supervise daily warehouse activities, defining their level of priority, cost, implementation, and resources. Identify staffing needs to ensure delivery of all warehouse activities in a timely and efficient manner
9	Ensure that all warehouse and pharmacy policy and procedures are adhered to by the wider UK-Med team and any visitors in compliance with the UK-Med’s protocols, standards and procedures.



10	Develop, review and update warehouse systems around health, safety and security in line with UK-Med policy and the standards expected by the MHRA.
11	Act as key holder and primary contact for all out of hours warehouse communication. Develop a roster of key holders to support routine or unexpected leave or absences
12	Lead on the planning and delivery of training for warehouse staff.
13	Collaborate with any internal/external audits, to identify areas of weakness and ensure warehouse systems and controls are in place and functional.
14	Work with the supply chain and procurement lead to develop a supply chain system that underpins delivery of all UK-Med's programmes in line with the organisational vision, mission statement and strategy
15	Manage and develop a UK-Med electronic warehouse stock control system (mSupply). Act as subject matter focal point for the system's use, and support training and development among the logistics and wider UK-Med team.
16	Ensure all items are currently inventoried and asset tagged as necessary against donor or budget line. Keep the warehouse stock control system up to date in line with UK-Med's financial and accounting responsibilities.
17	Provide regular updates of warehouse activities at UK-Med team meetings, away days and SMT as required. Deliver a monthly activity report to the Associate Director of Logistics and filed on the shared drive.
18	Maintain the warehouse, its surroundings, facilities and workspace in a clean and tidy manner.
<b>Pharmacy</b>	
19	Work closely with UK-Med's pharmacist to ensure pharmacy management, MHRA and pharmacy warehousing systems and processes are in place, governed and maintained in accordance with MHRA licensing remands and DfID pharmacy contract terms.
20	Act as deputy RP (Responsible person) in the routine management and control of the UKEMT pharmacy, its systems and resources. Support the RP in planning, maintaining and delivering these systems.
21	Police all activity around the designated pharmacy area, ensuring all core staff, ad-hoc staff and visitors understand and follow the required processes
22	Undertake or delegate daily/routine pharmacy checks/data logging, and record details for review by MHRA or DfID
23	With the pharmacist, ensure all MHRA pharmacy licensing commitments are adhered to, and the warehouse maintained to the standard required to pass any planned or unplanned MHRA inspections.

24	Implement a system for management and preparation of pharmacy “cold chain” packaging materials. Test the system to ensure its performance and robustness to deploy to sudden onset disaster.
<b>Programme Support</b>	
25	In emergencies lead the warehouse teams in the preparation of and dispatch of equipment. Where necessary act as home logistics lead in line with UK-Med’s deployment SOP.
26	Maintain regular (bi-monthly) meetings with the finance and programmes team to update activities and support on system development.
27	Coordinate communication lines and functional links, between warehouse, logistics, supply chain and all UK-Med departments.
28	Act as focal point between the warehouse and UK-Med’s admin and team leads in planning logistics needs for the office and for programmes delivery.
29	Utilising any additional logistics experience or knowledge you may possess, contribute with the planning and delivery of relevant logistics training to UK-Med staff, register members or UKEMT partners.
30	Contribute to the development of technical proposals and budgets for new programmes of work.
31	As required deploy abroad to support both capacity building or training activities or emergency responses.
32	Other tasks as might be required to ensure effective delivery of UK-Med projects and programmes of work.
<b>Emergency Medical Team Deployment</b>	
1	Deploy overseas to humanitarian contexts as required, including acting as logistics lead for large-scale UK EMT responses including Type 1 field hospitals
2	In-country security liaison with national authorities, the logistics cluster, UN Agencies (WHO, EMT CC), INGOs, partner agencies, local communities and other relevant parties as necessary.
<b>Other duties</b>	
1	When required, support and undertake delivery of practical and administrative non-emergency logistics planning and activities kit and equipment maintenance, warehousing, communications, cold chain, stock control, transportation.
2	Support the recruitment and onboarding of UK-Med staff and Register (roster) members.

3	When required, present to external audiences at sector conferences, workshops, donor events etc.
4	Identify strategic groups and develop contacts with humanitarian logistics agencies / organisations to support both development and deployment of UK-Med / UK EMT teams and resources.
5	Establish a network of contacts for collaboration and learning.
6	Remain abreast of developments, trends, and best practices in humanitarian logistics.
7	Contribute to the development of technical proposals and budgets for new programmes of work.

## Safeguarding

1	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.
2	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.

## General duties

1	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
2	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
3	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
4	Comply with all health and safety policies and procedures.
5	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.
6	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.
7	Other tasks as might be required to ensure effective delivery of UK-Med / UK EMT deployments, projects and programmes of work.

# Person Specification

## Warehouse Manager

<b>Qualifications / Professional Memberships</b>		
1	A relevant qualification in supply chain management, logistics, emergency response or a related field.	Desirable
2	A relevant qualification in Warehousing or Supply Chain or demonstratable experience of being responsible for running warehousing activities.	Essential
3	Qualification in Health and Safety Management or demonstratable experience of being the lead on Health and Safety compliance	Essential
<b>Knowledge, Skills and Experience</b>		
4	Previous experience working in the humanitarian sector is highly valued. This could include experience with NGOs, non-profit organizations, or government agencies involved in humanitarian relief efforts.	Desirable
5	Demonstrated experience in managing warehouses and distribution centres is essential. This includes knowledge of inventory management, storage systems, logistics, and shipping/receiving processes.	Essential
6	A solid understanding of supply chain principles and practices is crucial. This includes knowledge of procurement, transportation, warehousing, and distribution strategies.	Essential
7	Strong leadership and team management skills are necessary to effectively supervise warehouse staff, including hiring, training, and evaluating employees.	Essential
8	Excellent communication and coordination skills are essential for working with various stakeholders, such as logistics teams, program managers, suppliers, and partner organizations.	Essential
9	The ability to think critically and solve problems efficiently is important in managing warehouse operations, handling logistics challenges, and adapting to changing circumstances.	Essential
10	Proficiency in using warehouse management software and other relevant tools for tracking inventory, managing shipments, and generating reports is often required.	Essential
11	Working in humanitarian settings can be demanding and unpredictable. Demonstrating adaptability, resilience, and the ability to work well under pressure are valuable traits.	Essential

12	Knowledge of Humanitarian Principles: Familiarity with humanitarian principles, standards, and guidelines, such as Sphere Standards or the Code of Conduct for the International Red Cross and Red Crescent Movement, is advantageous.	Desirable
13	Skilled in bringing people together into a cohesive team, working across a range of cultures, languages, personal interests and agendas	Essential
14	English language equivalent to UN Level III both written and spoken.	Essential
15	Proficiency in an additional language, such as French, Spanish or Arabic	Desirable
16	Experience of working in insecure environments	Desirable
<b>Personal Attributes</b>		
1	A good decision-maker, able to take effective, considered and timely decisions taking account of relevant information	Essential
2	A creative problem-solver	Essential
3	Able to deal with ambiguity and grow processes in a new team within a growing and evolving organisation	Essential
4	Flexible, with a can-do attitude	Essential
5	Able to work effectively both independently and as part of a team	Essential
6	Energetic and resilient individual who thrives in a fast-paced and rapidly-changing environment	Essential
7	Patient, calm and inclusive	Essential
8	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do	Essential
<b>Practical requirements</b>		
9	Willingness to work some weekends and evenings to contribute to deployment preparedness if required	Essential
10	Willingness to deploy with UK-Med international deployments as required	Essential
11	A willingness to work in insecure environments	Essential
12	Willing to comply with and able to pass medical and safeguarding checks required to ensure suitability for deployment	Essential

# Key terms and benefits

<b>Salary:</b>	£33,000 GBP - £35,000 GBP per gross annual (dependent 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>Deployment:</b>	You may be selected 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 may include a DBS / police checks. Where a role requires this, 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>	Permanent

# UK-MED

Building a world  
prepared to help