



# Deputy Country Director, Operations – Ukraine

Candidate Information Pack

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## Contents

2. Contents
3. Introduction
4. Advert
5. How to apply
6. About UK-Med
8. Job description
11. Person specification
13. Key terms and benefits

## 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:	Deputy Country Director, Operations - Ukraine
Hours:	Full time, with some weekend and evening working required to support the humanitarian programme delivery
Remuneration:	£4,000 –£4,500 Gross per month (dependent on experience)
Duration:	12 months contract
Location:	Dnipro-based, roving in Ukraine

**Are you a humanitarian professional looking to make a meaningful impact on the lives of vulnerable populations? Do you have a passion for operational excellence and the drive to lead teams toward impactful change?**

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.

As the Deputy Country Operations Manager, you will be a driving force behind the successful implementation of our life-changing programs. Collaborating closely with the Country Director, you will oversee a range of operational aspects, ensuring our projects are delivered efficiently and effectively.

Your leadership, strategic insight, and operational expertise will be essential in driving our mission forward and ensuring the well-being of those we serve.

Our ideal candidate will assist in the strategic planning and execution of operational initiatives, guaranteeing alignment with our humanitarian goals.

You will have proven track record in team leadership and management, driving positive outcomes and professional growth.

You will be familiar with security and risk management in challenging environments.

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 **21<sup>st</sup> August 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 deploys teams around the world recently including our Ukraine operation, Solomon Islands, 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.

### 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

## Deputy Country Director, Operations – Ukraine

<b>Job Title</b>	Deputy Country Director, Operations
<b>Reports to</b>	Country Director
<b>Duration</b>	12 months contract
<b>Place of work</b>	Dnipro-based, roving in Ukraine

### Purpose of role

As the Deputy Country Operations Manager for our Country Office in Ukraine, you will play a pivotal role in coordinating and overseeing various operational aspects to ensure the efficient and effective delivery of our programs.

You will work closely with the Country Director to provide leadership, strategic direction, and operational support to our projects aimed at making a positive impact on vulnerable populations.

### Key responsibilities

#### Operational Leadership:

1	Collaborate with the Country Director to develop and implement operational strategies, ensuring alignment with the organization's mission and goals.
2	Manage directly field operations, including line management of Field Coordinators in different bases, in charge of the delivery of programming.
3	Manage daily operations, including travels, procurement, logistics, to guarantee smooth program implementation.
4	Be an essential part of the in-country Senior Management Team, takeover leadership from the Country Director when required.

#### Program Coordination:

5	Work with the Deputy Country Director Health in planning, implementation, monitoring, and evaluation of projects to ensure timely and high-quality execution.
6	Foster effective communication and collaboration among various departments to enhance program integration and synergies.

#### Team Management and Capacity Building:

7	Provide guidance and mentorship to operational teams, ensuring their continuous growth, motivation, and performance improvement.
8	Conduct regular performance evaluations and identify training needs to enhance the skills and competencies of staff.

#### Finance Oversight



9	Assist in budget development and monitoring to ensure proper allocation and utilization of resources in compliance with donor requirements and organizational guidelines.
10	Collaborate with finance teams to ensure accurate financial reporting and transparency.
<b>Security and Risk Management:</b>	
11	Contribute to the development and implementation of security protocols and measures to safeguard staff, assets, and operations.
12	Liaise with the security manager to jointly assess operational risks, providing recommendations for mitigation strategies.
<b>Partnership and Stakeholder Engagement:</b>	
13	Support the Country Director in maintaining positive relationships with local authorities, partners, and stakeholders to facilitate collaboration, information-sharing, and when required, resource mobilization.
14	Support the Field Coordinators in developing effective networks and to represent UK-Med in humanitarian coordination networks, including but not limited to NGO Forum platforms, INSO roundtables, local ad-hoc coordination meetings, OCHA GCM etc.
<b>Safeguarding</b>	
15	Lead a strong safeguarding and protection culture and be accountable for overall safeguarding standards in the Programme.
16	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.
17	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
18	To ensure and promote Equality, Diversity, and Inclusion (EDI) in line with UK-Med's EDI Policy.
19	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
20	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
21	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
22	Work within the security framework and subsequent rules and procedures put in place for the deployment depending on the context
23	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.
24	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work.

# Person Specification

<b>Qualifications / Professional Memberships</b>		
Q1	Bachelor's degree in a relevant field; master's degree preferred. (i.e., Business Administration, Disaster Management, International Human rights, public relations)	Essential
Q2	Relevant qualifications and/or training	Essential
<b>Knowledge, Skills, and Experience</b>		
S1	Proven experience of managing and coordinating emergency programmes in complex and insecure environments at senior leadership level.	Essential
S2	Substantial and demonstrable understanding of humanitarian relief work and capacity building with relevant experience in a field-based humanitarian context.	Essential
S3	Significant experience of security management and leading teams in demanding environments.	Essential
S4	Highly developed strategic planning skills with ability to build impactful programmes and influence coordination and response mechanisms.	Essential
S5	Experience in project cycle management including proposal development, budgeting and reporting, monitoring and evaluation.	Essential
S6	Advanced skills in leadership: and the management of an interdisciplinary international and national staff team, including challenging, motivating and developing a team.	Essential
S7	Ability to scan the environment, anticipate changes, be comfortable with ambiguity and deal with a large number of elements interacting in diverse and unpredictable ways	Essential
S8	Proven influencing and negotiating skills with internal and external audiences	Essential
S9	Excellent planning, coordination and prioritisation skills and proven capacity to undertake varied tasks to tight deadlines.	Essential
S10	Strong critical thinking and analytic skills	Essential
S11	Strong verbal and written communication	Essential
S12	Experience in developing concept notes and donor proposals	Essential
S13	Strong logistics and chain supply management experience.	Essential

S14	Fluency in English (oral and written) is required	Essential
S15	Additional languages, especially Ukrainian and/or Russian	Desirable
<b>Personal Attributes</b>		
1	Highest standards of integrity and professional conduct	Essential
2	Strong organisational and leadership skills, complemented by sound management abilities	Essential
3	Excellent interpersonal skills and team working skills	Essential
4	A positive and flexible problem-solving approach	Essential
5	Excellent time and task management skills with the ability to balance a full and dynamic workload.	Essential
6	Willingness and ability to pass clearance checks and undertake overseas travel and deploy to humanitarian emergencies.	Essential
7	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards.	Essential
8	Ability to work independently.	Essential
<b>Practical requirements</b>		
9	Ability to travel internationally to any of the UK-Med response including Ukraine and or to various field offices.	Essential
10	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential
11	A commitment to own learning and development and willingness to undertake Continuing Professional Development.	Essential

# Key terms and benefits

<b>Salary:</b>	£4,000 to £4,500 per month (dependent on experience)
<b>Working hours:</b>	Full time, with some weekend and evening working required to support the humanitarian programme delivery.
<b>Annual Leave:</b>	33 days per year including public holidays (equivalent to 14.5% additional holiday pay if in contexts where holiday cannot be
<b>Safeguarding:</b>	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.
<b>Health and medical</b>	Suitability for this work is a condition of employment. Health clearance as ‘fit to deploy’ by our occupational health provider is an essential requirement for deployment in this role.
<b>Professional Requirements:</b>	Membership of professional bodies is not a requirement but may be an advantage.
<b>Right to work</b>	Requires right to work in Ukraine and travel through Poland to enter and leave Ukraine (UK-Med will support visa processes where required)
<b>Term of contract:</b>	12 months contract

# UK-MED

Building a world  
prepared to help