

# UK-MED



## Training Officer

Candidate Information Pack

September 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

## Advert

Role:	Training Officer
Hours:	Full-time
Remuneration:	Up to £26,000 GBP gross annual depending on experience
Duration:	Permanent
Location:	Manchester, UK (Hybrid working available – expected to be up to 70% working from home available)

### Are you experienced in effectively organizing and delivering training for emergency response staff?

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 Officer plays a crucial role in ensuring that UK-Med provides high-quality Preparation Training to our global workforce, which includes Core Staff and a Register of around 1000 healthcare professionals worldwide.

The Training Officer collaborates closely with the Training Manager - Digital Learning to organize and deliver training activities from UK-Med's digital learning portfolio, contributing to learning and improvement efforts.

The Training Officer is a skilled trainer experienced in conducting both online and in-person training sessions for professionals.

Additionally, the Training Officer excels in efficiently coordinating training activities to ensure a smooth learning experience for participants and faculty members.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through humanitarian work.

UK-Med is a growing and developing organisation with a committed team of staff, volunteers, and members. This role is a truly exciting opportunity to help develop our people services to meet the challenges and opportunities our growth present.

## 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 22 September 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'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. UK-Med has been responding to emergencies since 1988, when a team of eight Manchester clinicians led by our founder Prof. Tony Redmond, went to Armenia in aid of those who had been hit by a devastating earthquake. When Ebola hit West Africa in 2014, killing over 11,000 people, we recruited, trained and sent 150 NHS clinicians to work in treatment centres alongside local health workers to help bring the outbreak under control.

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 30 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.

## 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

<b>Job Title</b>	Training Officer
<b>Reports to</b>	Training Manager
<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 Officer are to:

1. Deliver high quality training to UK-Med's Register members to ensure that the professionals who deliver UK-Med's responses are well prepared, know what to expect, and function well within the teams.
2. Coordinate training delivery activities in close collaboration with Training Manager and Training Administrator

### Key responsibilities

#### Training Preparation & Coordination

1	Support Training Needs Analysis processes with both colleagues and learners to ensure effective learning solutions
2	Support in developing training materials for new training as relevant
3	Day-to-day Monitoring of the Training Calendar in order to ensure effective training coordination and timely advertisement.
4	Communicate with Register members about training advertisement and requirements in close collaboration with the Training Administrator
5	Communicate with faculty and UK-Med staff regarding training and ensure that expectations are clear to allow effective delivery
6	Contribute to review and selection of training participants, including liaise with Training Manager and the Health, Operations and HR & Membership Teams to ensure that the right participants are selected for training
7	Contribute to recruitment, contracting and management of faculty to deliver training.
8	Liaise with venues and suppliers for training delivery as relevant

#### Training Delivery

9	Act as the lead facilitator on all Core Training delivery both online and in-person.
10	Ensure key organisational messages are delivered concisely and consistently in all training activities, especially in regard to courses with a variety of faculty.
11	Ensure training delivery and messages are adhering to technical standards when relevant (e.g. WHO, Blue Book, Humanitarian Principles, etc.)



12	Support in designing, planning and delivering clinical and operational simulation exercises for UK-Med Membership and external partners
13	Ensure follow up actions take place following training activities including regular debrief sessions and follow up with participants.
14	Contribute to facilitation of training development workshops with colleagues to ensure development of effective and impactful preparation training solutions
<b>Digital Learning</b>	
15	Support the Training Manager in day-to-day management and maintenance of UK-Med's Learning Management System.
16	Support in setting up new courses by writing training descriptions for learners, identify footage from UK-Med's photo library and conduct learner testing.
17	Support Training Administrator in generating reports, trouble shooting, etc. to ensure that learners have a professional and positive learning experience on UK-Med's Learning Management System.
<b>Reporting</b>	
18	Follow up with participants, analyse feedback and write training evaluation reports according to guidelines set out in UK-Med's Training Evaluation Framework
19	Feedback learning after training events and activities to the Capacity Building & Partnership Manager and Head of Learning & Capacity Building with the view of continually improving the offering.
20	Contribute to consistent reporting against Learning & Capacity Building Team and wider organisational Key Performance Indicators
21	Update budget expenditure and tracking sheets as relevant
<b>Other</b>	
22	Ensure that key organisational messages are consistently and clearly communicated to Register members and core staff in all training delivery and communications
23	Contribute to the course accreditation process with Royal Colleges and other academic and NGO partners and ensure that all UK-Med Preparation Training is accredited by applying for CPD points for all new training courses
24	Support on procurement processes and processing of invoices and expenditure claims as necessary
<b>Safeguarding</b>	
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.
<b>General duties</b>	

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	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
31	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.
32	Other tasks as might be required to ensure effective delivery of UK-Med / projects and programmes of work.

## Person Specification

<b>Qualifications / Professional Memberships</b>		
1	Professional qualification in adult learning / Learning & Development (or significant demonstrated experience within this area)	Essential
2	International Development/ Global health experience.	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Demonstrated experience in effectively planning and coordinating training events both online and in-person	Essential
4	Demonstrated experience in delivering engaging and effective training to a professional audience	Essential
5	Experience in writing training reports and providing constructive and action-based recommendations for learning and improvement.	Essential
6	Demonstrated experience in effectively communicating with global colleagues and/or costumers	Essential
7	Experience in writing training terms of reference	Essential
8	Experience in contributing actively to wider reporting and learning frameworks	Desirable
9	Experience in designing and developing training for a professional audience	Desirable
10	Experience working with Subject Matter Experts in developing and delivering training	Desirable
11	Experience in and knowledge about humanitarian and/or health sector.	Essential
12	Excellent, flexible and adaptable verbal and written communication skills.	Essential
13	Excellent and adaptable communication style and approach to working.	Essential
14	Excellent interpersonal and team working skills.	Essential
<b>Personal Attributes</b>		
15	Pro-active	Essential
16	Collaborative working style	Essential
17	Ability to adapt working and communication style according to need and context.	Essential
18	A positive and flexible approach to problem solving.	Essential
19	Resilient individual who thrives in a fast-paced and rapidly changing environment.	Essential

20	Highest standards of integrity and professional conduct.	Essential
21	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do.	Essential
<b>Practical requirements</b>		
22	Willingness and suitability to travel both nationally in the UK and internationally for in-person training delivery.	Essential
23	Willingness and ability to deliver training across several time-zones to ensure that UK-Med's global membership is catered for.	Essential
24	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities.	Essential

## Key terms and benefits

<b>Salary:</b>	Up to £26,000 GBP 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>	If base in UK: 10% employer contribution, with 5% employee contribution to a specific defined contribution scheme
<b>International Travel:</b>	The postholder may be 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 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.
<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