

UK-MED



Travel and Administration 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:	Travel and Administration Officer
Hours:	Full-time
Remuneration:	Up to £26,200 GBP gross annual depending on experience
Duration:	Permanent
Location:	UK-Med Office, Manchester, UK (Hybrid working available)

Applications from people with an existing legal right to work in the UK are only accepted.

Could you establish office administration and travel systems and processes to support the success of our critical work?

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 are seeking a candidate with significant experience managing complex travel arrangements and supporting administrative systems and processes. Our new Travel and Administration Officer will play a key role in both managing travel arrangements and supporting head office administration.

You will coordinate our travel management service, including making complex international travel plans and providing guidance and support to the development of policies and systems. You will review SLAs and contracts to ensure donor compliance and use your problem solving to ensure effective mobilisation of staff during challenging periods of international travel. You will support the Governance, Legal and Office Manager to ensure seamless administrative systems, particularly for head office but also in support of our warehouses and overseas teams.

Our ideal candidate will be passionate about UK-Med's humanitarian mission. You will have extensive experience of travel planning/booking and providing administrative support. You will be comfortable working under pressure at pace to achieve challenging objectives and meeting rapidly changing demands.

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

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 **Monday 2nd of October 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. 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

Job Title	Travel and Administration Officer
Reports to	Director of Support Services
Duration	Permanent
Hours	Full-time
Place of work	Manchester, UK (hybrid working available)

Purpose of role

Ensure effective travel management, organisational administration, office management and organisational facilities such as ICT and office space.

Key responsibilities

Travel Management

1	Book and amend travel for staff, UK-Med Register members and others as required to ensure effective mobilisation of health teams and other necessary travel both internationally and domestically.
2	Identify needs for and administer visa applications and fit to fly requirements for international travellers.
3	Ensure effective communication with travellers about requirements, bookings and changes.
4	Resolve problems with travel throughout the journey, in liaison with travel agents where appropriate.
5	Support developing an efficient travel management service for the organisation that is capable of providing surge support during periods of emergency response as well as maintaining regular project and organisational travel services including, flights, hotels, train tickets, visas and car hire.
6	Support reviewing arrangements in place for commissioning travel support services with providers, advising on SLAs and making recommendations for improvement.
7	Work closely with colleagues in Operations and HR to develop systems and processes that support the rapid movement of deploying teams around the world during an emergency response.
8	Offer expert advice to HR and Operations colleagues throughout the deployment process in respect of approach, potential routes, visa, travel health and currency requirements as appropriate.
9	Understand and apply donor regulations within certain contractual arrangements that might restrict use of funds for travel to specific areas and ensure that these are complied with in all commissioning and booking.
10	Advise and support during times of humanitarian response on options available to the sector through initiatives such as United Nations Humanitarian Air Service/World Food Program Aviation.

11	Provide point of departure travel briefings and continue to provide travel advice and support to staff and volunteers in-country during a humanitarian response, enabling them to move around safely between locations and planning for their return to home countries.
12	To inform insurers of movement of UK-Med staff and volunteers for international travel and understand related policies to ensure travel safety and wellbeing.
Administrative Support	
13	Provide effective administrative coordination and office management for the charity including working in partnership with others to ensure effective implementation.
14	Undertake planning of meetings, booking of rooms and support effective administration of key decision-making committees.
15	Be a point of contact for staff and partners in respect of IT and communications support within the organisation.
16	Oversee access to workspaces and meeting spaces, ensuring suitable booking systems, and monitoring of capacities
17	Review and improve systems in respect of maintenance and ordering of office equipment (including home-working equipment) and related supplies, interacting with a range of external suppliers and internal supply chain colleagues to improve service provision and record keeping.
18	Support due diligence reviews and compliance processes for the organisation, including supporting internal working groups, collating data and relevant policy information and assisting with online submission to donors.
19	Guide and support staff and partners in reporting and problem solving with IT and Communications issues both internally and externally.
20	To manage relationships with external suppliers alongside Governance, Legal and Office Manager particularly around office and travel requirements
21	To contribute to review and development of organisational policies, including but not limited to travel, office management
Secretarial support	
22	Manage professional schedule for CEO, including agendas, mail, email, calls etc.
23	Coordinate complex scheduling and extensive calendar management.
24	Manage and coordinate travel and travel related activities including hotel booking and transport.
25	Maintain professionalism and strict confidentiality with all materials and exercise discretion.
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	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

Qualifications / Professional Memberships		
1	Qualification (academic or professional) in Administration and/or Travel Management or equivalent experience	Essential
2	Other relevant qualifications or training to enhance delivery of this role	Desirable
Knowledge, Skills and Experience		
3	Experience in administration/ office management roles, including developing/ improving systems and processes	Essential
4	Extensive experience of travel planning/travel booking including international travel	Essential
5	Excellent understanding of travel options to be able to advise on routes/carriers/value for money for travel	Essential
6	Previous experience of managing supplier accounts and relationships	Essential
7	Awareness of and commitment to best practice as relates to commissioning travel services and understanding travel health, visa and insurance requirements	Essential
8	Excellent verbal and written communications skills with ability to negotiate and instil confidence with colleagues and volunteers	Desirable
9	Strong organisational skills with experience of managing multiple tasks and the ability to prioritise	Desirable
10	Excellent IT skills and a confident user of Microsoft Office and database software	Desirable
11	Experience of supporting working groups or committee meetings with agenda setting, minute taking etc.	Essential
12	Experience of working in global health or humanitarian sector related travel services	Desirable
13	Excellent and adaptable communication style and approach to working.	Essential
14	Excellent interpersonal and team working skills.	Essential
Personal Attributes		
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
Practical requirements		
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

Salary:	Up to £26,200 GBP 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 may be 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