



# Operations Director

Candidate Information Pack

October 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: Operations Director  
Salary: Circa £70,000 GBP annual gross (negotiable dependent on experience)  
Hours: Full-time  
Duration: Permanent contract  
Location: UK-Med Office, Manchester, UK

Visa sponsorship may be available for exceptional candidates for this role, subject to the relevant home Office immigration requirements and regulations.

### Can you lead our operations directorate to grow and coordinate our life-saving humanitarian health operations?

UK-Med is an NGO providing emergency health support in times of crisis and humanitarian emergencies. We provide clinical support, as well as training and capacity building for health professionals around the world, with particular focus on countries vulnerable to outbreaks, natural disasters or with weakened health systems due to complex emergencies. As a key partner of the UK Emergency Medical Team (UK EMT), we work closely with FCDO and the WHO, but we are also growing our own programmes. Our work has never been more vital, with disease outbreaks and disasters becoming more frequent, complex, and severe.

The post holder will play a significant role as a senior leader of a humanitarian NGO whose work has never been more important. Our Operations Directorate provides operational coordination, grant and programme management and logistics support for our humanitarian health programming in highly complex context. Following a period of significant organisational growth, the directorate has developed significantly under the current leadership.

The Operations Director is a key member of the Senior Management Team (SMT) and responsible for the management of the field offices and the over quality implementation of Emergency Medical Team's responses across the globe.

We are seeking to recruit a highly flexible and motivated Operations Director to take the directorate to the next level and embed the work and systems of the team. Our new Operations Director will be an established senior professional in humanitarian operations management with previous experience in NGO senior leadership.

You will bring both the expertise to develop our systems and processes, and the flexible, can-do attitude to ensure effective day-to-day delivery while systems are developed.

As the Operations Director, you will play a key role in shaping and executing our operations strategy, overseeing comprehensive operations management, enhancing security protocols, and optimizing logistical processes.

You will oversee the following team of 3 department functions, Operations, Security and Logistics, Within the Operations function, your oversight will extend to an Operations and Business Development Manager, one Senior Operations Manager, and two Operations Managers, each overseeing two Operation Officers, resulting in a total team of six. In the Security function, you will have direct management of the Security Advisor, while in the logistics function, you will manage the Associate Director of Logistics, who leads a team comprising eight staff members.

This is a fantastic opportunity for an ambitious, capable professional to join a rapidly growing organization at a pivotal point in our development. Your contribution will be critical in elevating our operations in line with the organization's growth and mission.

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

## 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
- Full contact details
- Where you saw this role advertised
- Where you are currently based.
- Your current or most recent remuneration / salary expectation for this role

Applications must be submitted through our [online jobs portal](#) no later than **12:00pm Monday 20<sup>th</sup> November 2023**

*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.*

*Please note, UK-Med can only accept applications from people with an existing legal right to work in the UK and we cannot sponsor visa applications.*

## 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.

### The UK EMT

We are a 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 teams of clinicians who are ready to respond to disasters 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 can also deploy individual personnel, small clinical or advisory teams, self-sufficient primary care facilities or a field hospital including surgical team and inpatient facilities.

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

<b>Job Title</b>	Operations Director
<b>Reports to</b>	CEO
<b>Management responsibility</b>	Management of Operations Managers and Logistics function (including security lead)
<b>Duration</b>	Permanent contract
<b>Hours</b>	Full-time
<b>Place of work</b>	UK-Med Office, Manchester, UK with significant UK travel and short-term deployments overseas as required

### Purpose of role

To lead the operations team to ensure excellent project, programme and deployment management, monitoring and oversight and effective logistics and security functions.

### Key responsibilities

#### Strategic leadership & system development

1	As part of the SMT, take a lead role in developing strategy for UK-Med's responses and future programming and lead on strategic and operational planning for the Operations Directorate (incorporating humanitarian operations management and logistics)
2	Drive and oversee the design and development of guidelines, systems and processes for operations and logistics, that align and compliment other systems and processes in the organisation. (e.g. knowledge management systems, Operations Manual and pre-deployment guidelines)
3	Work with Support Services to ensure effective guidelines for budget and finance systems, HR policies for deployed personnel, safeguarding, due diligence, cost recovery etc.
4	Work with other teams across the organisation to build capacity of all relevant staff in Project Cycle Management, including proposal design, monitoring and evaluation, donor requirements & compliance.
5	Work with Health and Fundraising teams to identify funding opportunities to build the funding base of the organisation
6	Represent UK-Med externally where appropriate (e.g FCDO, BHA, WHO, IOM and other partners, actors & NGOs) and develop and build relationships with new and existing partners and donors.

#### Operations and programme leadership

7	Lead and provide oversight of programmes and projects including monitoring progress against objectives, and ensure reporting meets requirements internally and externally
8	Work with the technical health team to ensure evaluation and learning activities are completed

9	Lead the coordination of design and development of comprehensive proposals for institutional funding (including suitable response objectives, performance indicators and budgets) working collegially with health technical team, logistics, finance, HR and others as required
10	Ensure effective operational planning and management for humanitarian responses, including ensuring that deployments are resourced appropriately, creating the conditions for health objectives to be delivered
11	Work with the Support Services Directorate to ensure effective budget-management, reporting and donor compliance for programmes and projects
12	Ensure effective systems are in place to facilitate the smooth and safe deployment of personnel for specific responses
13	Oversee security of operations, managing with the Security Lead to ensure security plans are developed and monitored for all responses
14	Ensure clear communication channels, responsibilities and accountabilities within response teams and between response teams and HQ
15	Where necessary, act as Desk Lead and focal point for specific responses (allocated based on workloads / expertise)
<b>Logistics</b>	
16	Work with the Logistics Manager to ensure effective leadership across the logistics function, including field logistics, medical logistics, safety and security, warehouse and supply chain, WASH (water, sanitation and hygiene)
17	Ensure that logistics activities are focussed to enable the effectiveness of operations and that the logistics team are enabled to deliver
18	Work with the Logistics Manager to ensure compliance with external requirements across the logistics function, including with regulatory bodies such as the Civil Aviation Authority and Medicines and Healthcare products Regulatory Agency
<b>People Management</b>	
19	Work with colleagues to develop an ambitious operational plan for sustainable growth of UK-Med operations in support of UK-Med's strategy
20	Support and manage staff in the Operations and Logistics functions, ensuring their motivation, effectiveness and wellbeing
21	Oversee the management of responding personnel, including directly managing deployed Heads of Mission / Operational Team Leads in country where appropriate
22	Contribute to a learning culture throughout the organisation embedding both individual professional development and organisational MEAL in operations
23	Work with colleagues across the Senior Management Team to ensure the overall effectiveness of UK-Med and achievement of our mission
<b>Deployment</b>	
23	Deploy overseas to humanitarian contexts as required. This may include undertaking assessments, initial set up of a response, monitoring / evaluating responses, respond to specific challenges, provide cover for team members or building strategic partnerships

# Person Specification

## Operations Director

<b>Qualifications / Professional Memberships</b>		
1	Degree / postgraduate qualification in a relevant subject, or equivalent experience	Essential
2	Other relevant qualifications or training	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Significant professional experience in humanitarian health operations management and programming (expected to be at least 5 years)	Essential
4	Experience in senior leadership in NGO headquarters of similar environment	Essential
5	Experience of managing multi-disciplinary / multi-cultural teams in insecure environments	Essential
6	Experience in project cycle management including proposal development, budgeting and reporting, monitoring and evaluation	Essential
7	Understanding of security management good practice and experience of overseeing team security	Essential
8	Excellent interpersonal, representation and negotiation skills, with the ability to influence, build consensus and develop partnerships	Essential
9	Understanding of and commitment to best practice in relation to safeguarding, protection, health and safety and equality	Essential
10	Experience in managing Primary Health Care programmes in a humanitarian setting	Desirable
11	Proficiency in a 2nd language, such as Spanish, French, or Arabic	Desirable
<b>Personal Attributes</b>		
12	Able to deal with ambiguity and grow processes in a new team within a growing and evolving organisation	Essential
13	A skilled and decisive problem solver, able to prioritise and exercise sound judgment	Essential

14	Flexible, with a can-do attitude	Essential
15	Able to work effectively both independently and as part of a team	Essential
16	Energetic and resilient individual who thrives in a fast-paced and rapidly changing environment	Essential
17	A patient, calm and good communicator (oral/written), who functions well across different cultures, languages, personal interests and agendas	Essential
18	Committed to UK-Med's humanitarian mandate and passionate about putting patients at the heart of everything we do	Essential
<b>Practical requirements</b>		
19	Able to attend Manchester Office for frequent meetings, workshops and collaborative work	Essential
20	Willing to comply with and able to pass medical and safeguarding checks required to ensure suitability for deployment	Essential
21	Willingness to work weekends and evenings as required.	Essential
22	Willingness to deploy with UK-Med overseas as required.	Essential

## Key terms and benefits

<b>Salary:</b>	Circa £70,000 annual gross (negotiable 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 are expected to spend time overseas in leadership roles in our international programmes of work. 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, and in compliance with regulatory bodies, an assessment of suitability to work with these groups will be completed which will include 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