

# UK-MED



# Training Assistant

Candidate Information Pack

December 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 10,000 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: Training Assistant  
Salary: up to £22,000 gross annual  
Hours: Full-time  
Duration: Permanent contract  
Location: UK-Med Office, Manchester, UK with hybrid working (approximately 30% on-site)

### **The Training Assistant will support and coordinate preparation training for humanitarian emergency staff.**

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.

The key objective of all Preparation Training is to ensure that the professionals who execute UK-Med's responses are thoroughly prepared, understand what they will face, and can deliver the most effective responses, ultimately resulting in beneficial health outcomes for the patients and communities we assist.

The Training Assistant will play a vital role in supporting the delivery of high-quality Preparation Training to our global workforce, comprising Core Staff and a Register of approximately 1,100 healthcare professionals worldwide.

Working under the guidance of the Training Manager and closely with the Training Officer, the Training Assistant will support and coordinate the delivery of high-quality training interventions in line with UK-Med's vision for our digital, in-person and simulation-based training portfolio.

The ideal candidate for Training Assistant is someone passionate about Learning and Development, with skills in training coordination and effective communication. The role requires an organised and consistent approach to meeting team priorities and deliverables. Additionally, the Training Assistant will be involved in researching, experimenting, and implementing new developments and tools for online learning to create engaging and impactful training for a global audience.

We offer a competitive salary and benefits in a supportive work environment, with the opportunity to contribute significantly to humanitarian efforts through your role.

## How to apply

To apply, please submit a **current CV** and a **supporting letter (2 pages)**. 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 through our [online jobs portal](#) no later than **Monday 18th December, 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.

### 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 rapid deployment teams ready to respond to various health emergencies 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 might deploy individual personnel, small clinical or advisory teams or full self-sufficient treatment centres.

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>	Training Assistant
<b>Reports to</b>	Training Manager
<b>Duration</b>	Permanent
<b>Hours</b>	Full-time, 35 hours
<b>Place of work</b>	Manchester, UK (hybrid working available)

### Purpose of role

The overall objectives of the role as Training Assistant are to:

1. Support coordination and delivery of training interventions to ensure high-quality training and meeting learner needs.
2. Effectively communicate with Register members, colleagues, training suppliers, partners, donors, etc. in the delivery and coordination of UK-Med's training interventions.
3. Maintain UK-Med's training records to show a correct picture of deployment readiness and enable timely reporting.
4. Support training coordination and delivery activities in close collaboration with Training Manager and Training Officer.

### Key responsibilities

#### Maintaining and updating training records

1	Ensure that training records are updated and maintained in UK-Med's database as well as our Learning Management System.
2	Send and receive training certificates upon training completion.
3	Complete registration and check attendance at live-events (online and in-person).
4	Work closely with Training Officer on ensuring that workstreams and processes are smooth in relation to record-keeping
5	Support on trouble-shooting with learners who are having issues with Learning Management System
6	Oversee the Learning & Capacity Building Team's email inbox, reply to queries, flag emails to colleagues for follow-up, etc.
7	Complete urgent training checks for response teams for emergency responses to ensure responders have completed essential training requirements. .

#### Support Training Coordination & Delivery

8	Support the Training Officer and Training Manager in day-to-day monitoring of the Training Calendar in order to ensure effective training advertisement.
9	Support on advertisement, recruitment of learners and allocation of spaces for training events..



10	Contribute to close collaboration between Training Team and other teams in the organisation by feeding into organisational working groups and external communications to ensure smooth advertisement and recruitment of training.
11	Support coordination and delivery of online training events by: Setting up Zoom calls, acting as technical co-facilitator at certain training events, etc.
12	Contribute to recruitment and contracting of faculty to deliver training.
13	Scheduling of interviews and meetings between faculty and learners for certain training events
14	Complete Assessor Training and act as assessor and interviewer for certain training events
15	Support coordination of in-person training events by: Organising travel arrangements, booking venues, liaise with warehouse colleagues to ensure that any kit for training delivery is prepped and transported, coordinate logistical support for the training events, etc.
16	Attend and support delivery of in-person training events by: Supporting faculty with movement of people between sessions, ensuring break- and lunch time refreshments are timely, liaising with faculty on the event, etc.
17	Support and attend UK-Med's simulation exercises from planning, coordination to delivery and follow up.
<b>Financial Administration</b>	
18	Process invoices, expense forms, bills, etc. related to the Training Team's activities.
19	Contribute actively to ensuring that all steps of procurement are followed in any procurement process, e.g. raise Purchase Requests, Purchase Orders, collect and collate evidence, ensure that evidence is stored correctly, etc.
20	Support wider team procurement processes and processing of invoices and expenditure claims as necessary.
<b>Support Reporting</b>	
21	Collation and organising of training evaluation feedback to feed into evaluation reports and wider Training Evaluation Framework.
22	Lead on monthly reporting of training records to Director of Learning & Capacity Building and support on quarterly reporting to the Board.
23	Contribute to consistent reporting against Learning & Capacity Building Team and wider organisational Key Performance Indicators.
24	Update budget expenditure and tracking sheets as relevant.
<b>Other</b>	
25	Ensure that key organisational messages are consistently and clearly communicated to Register members and core staff in all training delivery and communications.
<b>Safeguarding</b>	
26	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.

27	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
<b>General duties</b>	
28	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
29	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
30	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
31	Undertake training and comply with vetting requirements (including CRB /police checks, referencing) appropriate to the role as specified by UK-Med.
32	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.
33	Other tasks as might be required to ensure effective delivery of UK-Med / projects and programmes of work.

# Person Specification

## Training Assistant

<b>Qualifications / Professional Memberships</b>		
1	A degree-level qualification in an applicable field (or demonstrated experience within office administration)	Essential
2	International Development or Global health qualification/ experience.	Desirable
<b>Knowledge, Skills and Experience</b>		
3	Experience in an office-based administrative role	Essential
	Demonstrable motivation for and interest in delivery of training for humanitarian responders	Essential
4	Excellent interpersonal, team working skills and customer-service skills	Essential
5	Excellent administrative skills	Essential
6	Excellent IT skills and a confident user of Microsoft Office and database software	Essential
7	Excellent, flexible and adaptable verbal and written communication skills.	Essential
8	Strong organisational skills with experience of managing multiple tasks and the ability to prioritise	Essential
9	Excellent and adaptable communication style and proactive approach to working as a member of the Training team.	Essential
10	Previous experience of working with online Learning Management Systems and other online platforms and tools for training delivery and feedback (e.g. SurveyMonkey, Zoom, Mural, MentiMeter, etc.)	Desirable
11	Previous experience in a relevant sector, ideally with Learning & Development or training administration	Desirable
12	Knowledge and experience from the humanitarian (health) sector	Desirable
<b>Personal Attributes</b>		
13	Pro-active approach to work.	Essential
14	Collaborative working style.	Essential
15	Ability to adapt working and communication style according to need and context.	Essential
16	A positive and flexible approach to problem solving.	Essential
17	Resilient team player who thrives in a fast-paced and rapidly changing environment.	Essential
18	Highest standards of integrity and professional conduct.	Essential

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

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# Key terms and benefits

<b>Salary:</b>	up to £22,000 gross annual
<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 for UK-based staff.
<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 follow UK-Med safeguarding practices as required within the role.
<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