



Governance and Administration Manager

Candidate Information Pack

February 2024

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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 run 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:	Governance and Administration Manager
Hours:	Full-time
Remuneration:	£38,000 - £41,000 GBP (dependent on experience)
Duration:	Permanent
Location:	Manchester, UK (hybrid working available)

Are you a driven and detail-oriented governance professional, seeking an opportunity to leverage your expertise in supporting the strategic and operational framework of a leading humanitarian organization?

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 on the lookout for a skilled Governance and Administrative Manager. In this vital role, you will support the Chief Operating Officer (COO) with due diligence reviews involving UK-Med and partner organizations.

You will play a critical role in managing executive support and ensuring effective governance operations. This includes coordinating meetings, overseeing the planning of organizational events like 'Teams week,' and managing venue bookings.

You'll also be responsible for contract and supplier management, ensuring compliance with health and safety standards, and leading travel arrangements to support the organization's operations.

Your role involves contributing to strategic planning, developing policies, and enhancing administrative processes.

The ideal candidate will have a strong background in business management or a related field, exceptional organizational and communication skills, and experience in administration and governance.

UK-Med offers a competitive salary, benefits, and a dynamic working environment, where you can make a tangible difference through your contribution to our humanitarian efforts. If you're ready to take on this challenging and rewarding role, we'd love to hear from you.

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 **Monday 4th of March 2024**

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)

Our medical teams respond to disasters around the world and work with local emergency teams to build their resilience to future threats.

A registered charity, 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. We have strong links with the NHS and 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 Sierra Leone, South Sudan, China, Malawi, Myanmar, Armenia and Uganda. We are currently providing urgent emergency medical care in Ukraine and developing programmes in Yemen and Afghanistan.

Our core staff team of 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 recruited on a contingency basis for specific responses. Currently we have a membership of around 1,000 (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 changes in need.

Job Description

Governance and Administration Manager

Job Title	Governance and Administration Manager
Reports to	Chief Operating Officer (COO)
Duration	Permanent
Hours	Full Time
Place of work	Manchester, UK (hybrid working available)

Purpose of role

The purpose of the Governance and Administration Manager role at UK-Med is to support organizational effectiveness by managing due diligence, executive support, and administrative operations, while contributing to strategic planning and policy development to further UK-Med's humanitarian efforts.

Key responsibilities

Governance Duties:

1	Assist the Chief Operating Officer (COO) in conducting due diligence assessments with partner organizations and ensure reciprocal reviews are completed efficiently.
2	Oversee executive support functions and deliver comprehensive administrative assistance for board and subcommittee meetings, including scheduling, venue reservation, and accurate minute recording.
3	Facilitate the organization and execution of Senior Management Team (SMT) meetings through effective agenda preparation, distribution, and minute-taking to ensure productive discussions.
4	Collaborate with the Chief Executive Officer (CEO) and COO in the formulation of strategic objectives and the annual planning process, contributing to the organization's vision and goals.
5	Execute thorough due diligence processes under the guidance of the COO, evaluating engagements with partner organisations to uphold standards and expectations.
6	Direct the activities of the Executive Assistant, ensuring high-level administrative support for the board and its subcommittees, which includes meeting logistics, room bookings, and meticulous minute-taking.
7	Coordinate the Senior Management Team (SMT) meetings, managing the agenda distribution and minute-taking to streamline communication and decision-making processes.

Administrative Coordination:

8	Ensure the seamless operation of UK-MED's administrative coordination and office management, maintaining an organised and efficient workplace environment.
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9	Supervise the organisation of 'Teams week' by coordinating with team leads on agenda setting and attendance, securing appropriate venues, and documenting actionable items for follow-up.
10	Lead the office working group, driving initiatives forward and delivering comprehensive feedback to stakeholders involved.
Contract Management	
11	Manage tenancy agreements and actively participate in the ongoing review and planning regarding space management and premises.
12	Coordinate with external advisers to guarantee compliance with health and safety legislation and standards in the workplace, and provide training for staff on recognised health and safety practices for both office and remote working environments.
13	Supervise access to workspaces and meeting areas, ensuring appropriate booking systems are in place.
14	Conduct assessments of supplier contracts and suggest modifications as necessary.
Supplier Management	
15	Oversee relationships with suppliers, acting as the primary point of contact for services including insurance, mobile phone contracts, dealings with landlords and their agents across UK and international offices, as well as managing accounts with Amazon Business and Key Travel, among others.
16	Ensure all insurance policies are current and provide adequate coverage for the risks associated with UK-MED's operations.
Travel Management	
17	Directly supervise the Travel Officer and Travel Assistant, ensuring effective team leadership and management.
18	Create and maintain an efficient travel management system capable of providing immediate support in emergency situations, alongside regular coordination of organisational travel needs such as flights and hotel bookings.
19	Assess existing agreements with travel service providers to ensure they meet the organisation's requirements for commissioning travel support services.
20	Collaborate with the Operations, Human Resources, and Membership departments to formulate and implement systems and processes that facilitate the swift deployment of teams globally, incorporating business travel technology where necessary.
21	Communicate with insurers regarding the international travel of UK-Med staff and volunteers to ensure all movements are appropriately covered.
Developing Policies and processes:	

22	Lead the development and refinement of policies and processes concerning office management, administration, and travel, ensuring they support the organisation's operational efficiency and effectiveness.
23	Play a key role in contributing to the formulation and enhancement of additional organisational policies, ensuring they align with strategic objectives and compliance requirements.
Other	
24	Oversee staff management as necessary including the Executive Assistant, Travel Officer and Travel Assistant.
25	Assist in the development of new business proposals, particularly in providing data concerning travel and insurance costs.
26	Fulfil additional duties as directed by the line manager to further UK-Med's objectives.
Safeguarding	
20	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.
21	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.
General duties	
22	To ensure and promote Equality, Diversity and Inclusion (EDI) in line with UK-Med's EDI Policy.
23	Comply with all financial and procurement policies and procedures, including those relating to anti-bribery, anti-terrorism, and anti-slavery.
24	Support UK-Med's environmental policies and procedures, taking personal responsibility for contributing to reducing negative environmental impacts.
25	Undertake training and comply with vetting requirements (including CRB / police checks, referencing) appropriate to the role as specified by UK-Med.
26	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.
27	Other tasks as might be required to ensure effective delivery of UK-Med / READY / projects and programmes of work.

Person Specification

Governance and Administration Manager

Qualifications / Professional Memberships		
1	Degree or professional qualifications in business management, administration or any other relevant field or significant experience in a fast-moving admin department in lieu of a formal qualification	Essential
2	Qualifications in Legal or Training	Desirable
Knowledge, Skills and Experience		
3	Significant experience in administration, office management and/or governance roles	Essential
4	Excellent people management skills and prior experience of overseeing multiple functions	Essential
5	Excellent verbal and written communications skills with ability to negotiate and instil confidence with colleagues and members	Essential
6	Excellent eye for detail and experience of reviewing contracts	Desirable
7	Experience of analysing data and making recommendations to improve service	Essential
8	Experience of providing in-house training or briefings to colleagues and members in respect of implementing policies and processes	Desirable
9	Experience of supporting working groups and meetings with agenda setting and minute taking etc	Desirable
10	Excellent communication skills both written and spoken, clearly communicating complex issues in an accessible style to a variety of audiences.	Essential
11	Understanding of customer care and service.	Essential
12	Ability to prioritise and work under pressure	Essential
13	Prior experience in the humanitarian and/or international development sectors	Desirable
Personal Attributes		
16	Highest standards of integrity.	Essential
17	Flexible, can-do attitude and good team player.	Essential

18	Excellent time and task management skills with the ability to balance a full and dynamic workload and make decisions in a fast-paced environment.	Essential
19	Excellent communication skills, both verbal and written.	Essential
20	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards.	Essential
21	Ability to work independently.	Essential
Practical requirements		
22	Willingness to travel in Ukraine and or to the various field offices.	Essential
23	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities. .	Essential
24	A commitment to own learning and development and willingness to undertake Continuing Professional Development.	Essential

Key terms and benefits

Salary:	£38,000 - £41,000 GBP p/a (dependent on experience)
Working hours:	Full-time; 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 some weekend and evening working will be required.
Annual Leave:	25 days per year plus 8 public holidays
Pension:	10% employer contribution, with 5% employee contribution to a specific defined contribution scheme
Deployment:	You may be expected to travel and work overseas in support of our international programmes of work
Safeguarding:	To follow UK-Med safeguarding practices as required within the role.
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