



# IT Manager

Candidate Information Pack

March 2024

## Contents

2. Contents
3. Introduction
4. Advert
5. How to apply
6. About UK-Med
8. Job description
11. Person specification
13. Key terms and benefits

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

### **Are you a tech-savvy and innovative IT leader, eager to harness your skills in shaping and optimizing the digital infrastructure of a prominent humanitarian organization?**

UK-Med is a frontline medical aid charity with a rich history rooted in the NHS. For over 30 years, we've been dedicated to ensuring healthcare access during crises and disasters worldwide.

We are currently seeking a skilled IT Manager to join our team. In this crucial position, you will be responsible for ensuring the provision of high-quality IT systems that support UK-Med's mission, vision, and strategy. You'll collaborate closely with stakeholders across the organization, building productive relationships and aligning strategic planning efforts.

Your role will encompass overseeing the effective management of our core information and digital systems, including cybersecurity, communication systems, and key business applications. You'll lead the development and implementation of best practice security configurations and ensure GDPR compliance.

Additionally, as our IT Manager, you will manage IT and communications equipment, ensuring maintenance and compliance with best practices. You'll also oversee cloud systems, act as a global admin for MS admin centre, and provide support to staff and deployments on office 365.

We're looking for a candidate with a university degree or diploma in IT, along with significant experience in a similar role. You should have a minimum of 5 years' experience in providing IT support, including 2 years in a similar managerial role. Strong knowledge and experience of Microsoft 365, technical management, and IT infrastructure are essential.

If you're highly motivated, possess excellent organizational and communication skills, and have a positive attitude towards change, we encourage you to apply. Join us at UK-Med and contribute to our humanitarian efforts in providing vital medical aid to those in need worldwide.

## 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 **Friday 22<sup>nd</sup> 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](http://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

## IT Manager

<b>Job Title</b>	IT Manager
<b>Reports to</b>	Chief Operating Officer (COO)
<b>Duration</b>	Permanent
<b>Hours</b>	Full Time
<b>Place of work</b>	Manchester, UK (hybrid working available)

### Purpose of role

The IT Manager at UK-Med is responsible for ensuring the effective functioning of high-quality IT systems in alignment with the organization's mission. This includes overseeing core information and digital systems, managing cybersecurity, and providing support to staff and deployments. They will also handle IT supplier relationships and ensure GDPR compliance.

### Key responsibilities

#### Strategy:

1	To ensure the provision of high-quality core organisational IT systems that support the delivery of UK-Med's mission, vision and strategy
2	To work collaboratively with stakeholders across UK-Med to build productive relationships, encourage sharing of resources and knowledge and realign strategic planning
3	To lead on the development and maintenance of information and digital systems architecture

#### Systems and Compliance Management:

4	To oversee the effective management of UK-Med's core information and digital systems, including but not limited to cybersecurity, communication systems, digital products and key business applications.
5	To ensure the integration of various UK-Med's IT systems and work with users to ensure effective use of these systems and management of data
6	To lead on IT security, including GDPR compliance, ensuring that the appropriate controls and policies are in place, risk are managed appropriately, and accreditations maintained
7	To lead the development and implementation of best practice security configuration within UK-Med

#### Managing IT and Communications equipment

8	To ensure all UK-MED's IT equipment are maintained and build according to the best practices and compliant manner
---	---



9	To install and configure computer hardware operating systems and applications on UK-Med systems
10	To Provide support to UK-Med staff and deployments in a face-to-face capacity, over the phone or via remote desk-top software, helping staff in setting up systems or resolve issues
11	To test the communications equipment required on deployments and ensure these are always in ready to go condition
<b>Managing the Cloud systems</b>	
12	To act as Global admin for MS admin centre and other IT platforms
13	To set up new users accounts and profiles and deal with password issues
14	To provide support to all UK-Med staff and deployments on office 365 support
15	To be the first point of contact for IT suppliers and contractors.
16	To ensure office phone number and associated phone numbers are always active and programmed as per requirement
<b>IT Security</b>	
17	To monitor for attacks, intrusions and unusual, unauthorised, or illegal activity
18	To lead the 'ethical hacking' for example simulating security breaches
19	To investigate all security alerts and breaches and provide incident response
20	To monitor identity and access management, including monitoring for abuse of permissions by authorised system users
21	To monitor and respond to phishing emails and pharming activity
22	To create and deliver cyber security awareness training for staff and members
<b>Supporting Deployments</b>	
22	To deploy on UK-Med responses globally and on short notices whenever required
23	To oversee all deployments and provide IT support and advice
<b>General duties</b>	
24	To rapidly establish a good working relationship with staff and function leads
25	To conduct electrical safety checks on IT equipment
26	To ensure all computer systems running smoothly and ensure users get the maximum benefit from them
27	To perform any other reasonable duties assigned by the line manager

# Person Specification

## IT Manager

<b>Qualifications / Professional Memberships</b>		
1	University degree, or diploma and formal certification in IT with significant experience in a similar role	Essential
<b>Knowledge, Skills and Experience</b>		
2	A minimum of 5 years' experience in providing IT support including 2 years experience in a similar role.	Essential
3	Excellent knowledge and experience of Microsoft 365, MS 365 admin centre and other associated services	Essential
4	Excellent knowledge of technical management, information analysis and computer hardware/software systems	Essential
5	Excellent experience of IT infrastructure (AD, Firewalls etc)	Essential
6	Experience of providing remote support to office/home users	Essential
7	Experience of cloud services and integration of these services	Essential
8	Highly motivated and positive attitude to change	Essential
9	Excellent organisation, interpersonal, presentation and communications skills	Essential
10	Ability to prioritise and work under pressure	Essential
11	Prior experience in the humanitarian and/or international development sectors	Desirable
<b>Personal Attributes</b>		
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
<b>Practical requirements</b>		
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

<b>Salary:</b>	£38,000 - £41,000 GBP p/a (dependent on experience)
<b>Working hours:</b>	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.
<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 may be expected to travel and work overseas in support of our international programmes of work
<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