UK-MED

Operations Coordinator

Candidate Information Pack

August 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:	Operations coordinator
Remuneration:	£31,500 per annum
Duration:	Permanent
Location:	Manchester, UK (hybrid working available)

Can you provide excellent operational administration and coordination both in the UK and deployed internationally?

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 recruiting internally for an Operations Coordinator who will provide support and administration to our humanitarian health operations, working closely with our operations managers, deploying and deputising as required as well as working on key aspects of grant management and proposal development.

Our Ideal candidate will combine excellent office administration experience with solid theoretical understanding and practical experience of the humanitarian sector.

You will have excellent interpersonal skills and be able to coordinate effectively with people from a range of culture, professional backgrounds, and perspectives.

We offer a competitive salary and benefits along with a friendly working environment and the opportunity to make a real difference through an influential role in our humanitarian programming.

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 20th. of September 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.

Job Description

Operations Coordinator

Job Title	Operations Coordinator
Duration	Permanent
Hours	Full-time
Place of work	Manchester, UK (hybrid working available)

Purpose of role

To provide operational support, coordination, administration and information management services within the operations team.

Key responsibilities

Operations Support to responses	
1	Responsible for operations administration and working with appropriate support services to provide operational support to UK-Med and UK EMT response / deployments including travel, accommodation, timesheets, per diems. Processing of invoices and expenses.
2	Provide task specific support to operations lead across response preparation, implementation and closure activities, including staff readiness, compilation of activity and budget monitoring information, asset management and reporting.
3	Support the operations lead to ensure application of all UK-Med, UK EMT and partner policies, including safeguarding policies, code of conduct, health and safety, equal opportunities.
4	Deputise for operations lead when required
5	Deploy to UK-Med responses to provide in country operations support
6	Lead on coordination donor reporting for assigned grants
7	Support on new business development for assigned opportunities
8	Coordination and administration of project team and other meetings as required, including bookings, ensuring effective communications tools, preparing documentation and taking/distributing minutes.
9	Keep shared country / deployment folders up to date and follow-up on missing information: • Ensuring kits are applied to deployment summary information travel times and date/quarantine information. • Personnel data
10	Ensure the personal information is stored and processed in line with good practice, data protection law and general data regulations.

11	Support the collation, review, and dissemination of situation reports (sitreps)
12	Support the operations and health team in collection and collation of data for reporting.
Monitoring, Evaluation and Learning (MEAL)	
13	Support operations managers in designing and conduction learning reviews as required
14	Continuously contribute to organisational learning by sharing knowledge, experiences, best practices and supporting colleagues, contribute to programme updates meetings and team's week.
Systems development	
14	Work with support services to develop and improve travel booking and management systems and put forward ideas for continuous improvement to ensure the needs of responses and deploying personnel are met.
15	Work with support services/finance to continuously improve processes relating to financial management (PRs / expenses) and keep the wider team up to date on developments.
16	Contribute to and support in the development of operations procedures and processes through imparting key learning and experience, as required
Financial administration and coordination	
17	Process operations and deployment related expense claims, invoices, and other related finances.
18	Set up purchase requisitions and purchase orders for operations and responses as required.
19	Support with monitoring actual spend against budget (Budget vs Actuals) for projects.
Other duties	
20	Support the design, set-up and running of training exercises and simulation exercises as required.
21	Support the operations lead in specific (non-deployment readiness of UK-Med
International Deployment	
22	Deploy internationally as required in an operations support role, supporting the team lead / head of mission and other operational leaders in their roles
23	Undertake such duties as are required for the effectiveness of the response, including but not limited to providing administrative support, ensuring effective record keeping, drafting / collating data for sitreps, finance and HR administration, liaison with team members, suppliers and partners, communications activities such as photography and interviewing.
Safeguarding	
24	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.
25	Report all possible breaches of policy or Codes of Conduct through the appropriate channels in a timely fashion.

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

Person Specification

Operations Coordinator

Qualifications / Professional Memberships		
1	A degree-level qualification in an applicable field	Desirable
2	Other relevant qualifications or professional memberships	Desirable
Knowledge, Skills and Experience		
3	Experience in a fast-paced administrative role, experience of humanitarian deployments	Essential
4	Excellent interpersonal and customer-service skills.	Essential
5	Excellent administrative skills and an understanding of basic aspects of donor reporting and grant management	Essential
6	Excellent Microsoft office skills, particularly word, excel, teams and power point.	Essential
7	A solid understanding of humanitarian operations derived from academic study or practical experience.	Essential
8	Experience administering pre-employment or similar suitability checks.	Essential
9	Previous experience of working or volunteering in a humanitarian or development context.	Desirable
10	Knowledge and understanding of MEAL approaches in humanitarian programming.	Desirable
11	Proficiency in an additional language, such as French, Spanish or Arabic	Desirable
Personal Attributes		
12	Highest standards of integrity.	Essential
13	Flexible, can-do attitude and good team player.	Essential
14	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
15	Excellent communication skills, both verbal and written.	Essential

16	Excellent attention to detail around work planning and the use of systems with a strong commitment to quality control and standards.	Essential
17	Ability to work independently.	Essential
Practical requirements		
18	Willingness to travel in Ukraine and or to the various field offices.	Essential
19	Willingness to work some weekends and evenings to contribute programme delivery and organisational priorities. .	Essential
20	A commitment to own learning and development and willingness to undertake Continuing Professional Development.	Essential

Key terms and benefits

Salary: Up to £31,500

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

UK-Med is a CIO registered in England. Charity Number: 1166956.