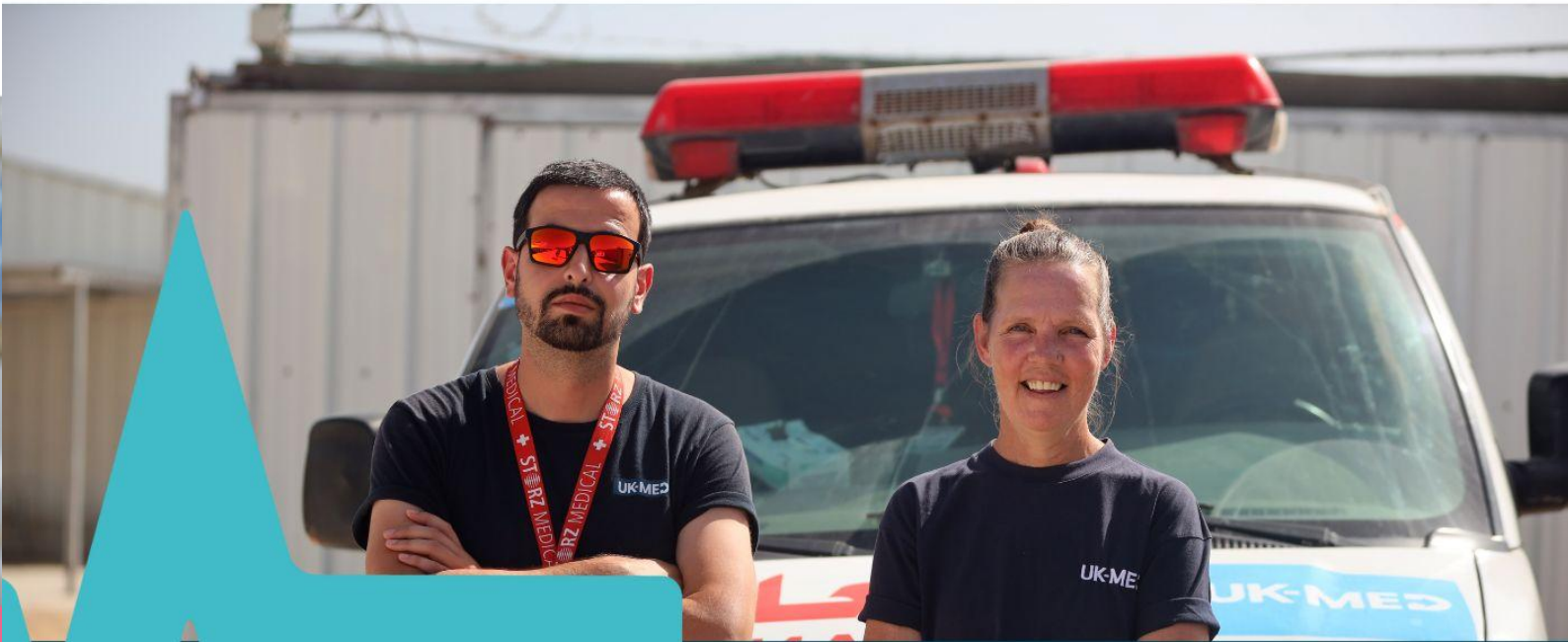


UK-MED



Programme Assistant – Training

Candidate Information Pack

2026

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Introduction



UK-Med is the most deployed Emergency Medical Team globally, responding to complex humanitarian healthcare emergencies at speed and scale. 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.

Since late February 2022, we have been responding to calls for help with the crisis in Ukraine. We now have programmes across Ukraine including surgical support, health clinics, and emergency preparedness training. More than 30,000 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 crises and can also respond to any crisis, anywhere in the world, under our own banner.

In February 2023, UK-Med deployed the UK Emergency Medical Team field hospital to Turkey in response to the earthquakes there. Since launching our response in Gaza in late 2023, we have created two field hospitals within the Gaza strip and supported surgical departments in several locations. Over 1,000,000 patient consultations benefiting from UK-Med's treatment so far.

UK-Med Chief Executive Officer

David Wightwick

Advert

Role: Programme Assistant – Training
Salary: up to £27,980 GBP gross annual (dependent on experience)
Hours: Full-time
Right to work: Applications for work in the UK can only be accepted from people with an existing right to work in the UK.
Duration: Permanent
Location: UK-Med Office, Manchester, UK with hybrid working (approximately 30% on-site)

Programme Assistant to support coordination of capacity building and training for Emergency Medical Teams, and humanitarian and academic partners.

The key objective of UK-Med’s training and capacity building capability is to work with colleagues, members, partners, stakeholders and national health staff to strengthen response skills in order to enable Emergency Medical Teams and wider health services to be better prepared for emergencies. Integral to this is to ensure that the professionals who deliver UK-Med’s responses are well prepared, know what to expect, and deliver the best possible responses, resulting in positive health outcomes for the patients and communities we serve.

The Programme Assistant plays a vital role in supporting the delivery of high-quality Capacity Building and Training to internal and external audiences, with a key focus on supporting activities to ensure that preparation and training of UK-Med’s global workforce, comprising Core Staff and a Register of approximately 1,400 healthcare professionals worldwide runs smoothly.

Working under the guidance of the Programme Manager and closely with the rest of the Learning & Capacity Building team, the Programme Assistant will support and coordinate the delivery of high-quality capacity building and training interventions in line with UK-Med’s vision for our digital, in-person and simulation-based training capability.

The ideal candidate for Programme Assistant is someone passionate about Learning and Development and capacity building for humanitarian programming with excellent attention to detail, strong administration skills as well as skills in training coordination and effective communication. The role requires an organised and consistent approach to meeting team priorities and deliverables.

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 **Wednesday 15th of July 2026**

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.

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.

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

Job Title	Programme Assistant – Training
Reports to	Programme Manager – Training
Duration	Permanent
Hours	Full-time
Place of work	Manchester, UK (hybrid working available)

Purpose of role

The Programme Assistant for Training is a key support role in the coordination and delivery of capacity building training interventions to internal and external audiences. This role involves a significant focus on effectively communicating with Register members, colleagues, training suppliers, partners, donors, etc. in the delivery and coordination of UK-Med’s training interventions and maintaining UK-Med’s training records to show a correct picture of deployment readiness and enable timely reporting.

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 wider Learning & Capacity Building team on ensuring that workstreams and processes are smooth in relation to record-keeping.
5	Ensure prompt and timely 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 ongoing and urgent training checks for response teams for emergency responses to ensure responders have completed essential training requirements and work closely with colleagues communicate with members.
8	Support ongoing communication with deploying Register members to ensure mandatory training requirements are completed prior to deployment.

Support Training Coordination & Delivery

9	Day-to-day monitoring of Training Calendar(s) in order to ensure timely training advertisement to learners and faculty members.
10	Support the advertisement of training events, recruitment of learners and allocation of places for training events.
11	Support the coordination and delivery of online training events by setting up Zoom calls, acting as a technical co-facilitator and providing administrative support as required.

12	Contribute to recruitment and contracting of faculty to deliver capacity building and training interventions.
13	Complete Assessor Training and act as assessor and interviewer for certain training events.
14	Support coordination of in-person training events by: Communicating with faculty and participants, working closely with venues, external training providers and colleagues to make sure training is run in a professional manner, etc.
15	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.
16	Support and attend UK-Med's simulation exercises from planning, coordination to delivery and follow up.
17	Support coordination and collaboration with external capacity building partners and stakeholders for large training events and/or meetings.
Financial Administration	
18	Process invoices, expense forms, bills, etc. related to the Learning & Capacity Building 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 team procurement processes and processing of invoices and expenditure claims as necessary.
Support Reporting	
21	Collation and organising of training evaluation feedback to feed into evaluation reports and wider Training Evaluation Framework.
22	Lead on collating monthly reporting of capacity building and training records to Director of 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.
Other	
25	Contribute to close collaboration between Learning & Capacity Building team and other teams in the organisation by feeding into organisational working groups, member communications, etc.
26	Ensure that key organisational messages are consistently and clearly communicated to Register members, core staff and external partners in all training delivery and communications.
Safeguarding	

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

Person Specification

Programme Assistant – Training

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

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

Key terms and benefits

Salary:	up to £27,980 GBP gross annual (dependent on experience)
Working hours:	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.
Annual Leave:	25 days per year plus 8 public holidays.
Pension:	10% employer contribution, with 5% employee contribution to a specific defined contribution scheme for UK-based staff.
International Travel:	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.
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