



Deputy Director Operations

Candidate Information Pack

October 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 healthcare. We seek to save lives, but also to build resilient health systems so that people can lead healthy lives in the future.

Our strategic objectives address four main problems faced when providing emergency healthcare following a disaster:

- **Emergency response:** There are only a small number of international agencies and WHO verified Emergency Medical Teams capable of responding globally, at speed and scale, to spikes in need.
- **Providing expertise:** There are not enough medical and coordination staff as there are challenges recruiting, retaining and training the numbers required to meet growing need.
- **Raising standards:** The sector lacks consistency and consensus on training and accreditation for international health professionals.
- **Building resilience:** First response and continued support is most effective when provided by health professionals based within the country affected. Significant investment in training for staff is required to achieve this.

We are very excited about our plans to meet these challenges and to grow UK-Med and I hope you will join us on this exciting journey.

David Wightwick
UK-Med Chief Executive Officer

Advert

Role:	Deputy Director Operations
Hours:	Full-time, 35 hours per week
Remuneration:	Up to £60,000 GBP gross annual (dependent on experience)
Duration:	Permanent
Location:	Hybrid working – there will be some attendance at our Manchester HQ office as required. Significant overseas travel required (up to 40%)

Are you an exceptional Humanitarian Operations leader looking for their next role?

UK-Med is a humanitarian NGO that has been responding to disasters for over thirty years. We prepare and equip medical teams, both in the UK and worldwide, so they are ready to respond when epidemics, conflict and natural disasters hit. We are core partners, providing the clinical component and key support structures of the UK Emergency Medical Team (UK EMT) in line with WHO standards.

Our Deputy Director – International Operations role will work with key internal and external stakeholders on UK-Med’s emergency responses and country programmes, and lead a team of talented operations managers to lead, co-ordinate and deliver our programmes with impact.

The role will also involve deployment to humanitarian responses and existing country programmes, supporting general operations. The successful candidate will also provide oversight of UK-Med deployments from HQ as required.

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

How to apply

To apply, please submit a **current CV and a supporting letter** (2 pages) that includes a detailed explanation of your suitability for this post with **specific reference to the essential criteria** in the person specification. The closing of the applications will be **Monday 4th of November 2024**

Applications should be submitted through our [online jobs portal](#) . This vacancy will close as soon as we have received enough strong applications.

Please note:

- Applicants must have an existing right to enter Schengen Zone countries in order to transit to Ukraine e.g. citizenship/residence of a Schengen Zone country, or an ETIAS eligible country (<https://www.etiasvisa.com/etias-requirements>).

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)

We train and deploy medical teams and specialists to save lives when epidemics, conflict and natural disasters hit. As disasters grow more frequent, severe and complex there has never been a greater need to respond quickly and effectively. We believe in a world prepared to help.

It started in 1988 with a team of eight Manchester clinicians led by our founder Tony Redmond, when a huge earthquake ripped through Armenia. Teams continued to deploy throughout the 1990's and 2000s, and when Ebola struck West Africa in 2014 UK-Med stepped up. We recruited and trained the one hundred and fifty UK clinicians who worked alongside local medical teams, other NGOs and DFID to bring the outbreak under control.

UK-Med has deployed teams to a range of countries and crises including Cape Verde, China, Gaza, Haiti, Bosnia and Herzegovina, Indonesia, Jordan, Kosovo, Pakistan, the Philippines, Sierra Leone and Bangladesh. Our teams have undertaken a range of work on deployment including general medical care, trauma and surgical care, outbreak response and training of local healthcare staff.

The UKEMT

The UK Emergency Medical Team (UK EMT) provides high quality emergency health care solutions in a range of humanitarian contexts on behalf of the UK Government. The programme is led by the Foreign, Commonwealth and Development Office (FCDO) and works under the guidelines of the WHO Classification and Minimum Standards for Medical Teams in sudden onset disasters. We recruit and train teams of UK-based clinicians, normally released for three weeks at a time by NHS employers. At any time, we have a team of sixty clinicians on call who are ready to respond to disasters 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, self-sufficient primary care facilities or a field hospital including surgical team and inpatient facilities.

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

Job Title	Deputy Director of International Operations
Reports to	Director of International Operations
Duration	Permanent
Hours	Full time with a minimum of 35 hours per week – additional hours will be required during emergency responses including evenings and weekends.
Place of work	Hybrid working – there will be some attendance at our Manchester HQ office as required. Significant overseas travel required (up to 40%)

Purpose of role

To support the leadership of our emergency response programming, including directly overseeing several responses and operations. To directly manage 3 Operations Managers and lead a team of 6.

To deputise for the Director of International Operations when they are absent for deployments/leave., including representing UK-Med to key stakeholders, overseeing all emergency responses, and working with UK-Med SMT on all matters.

To take the lead with the team and working closely with other departments on identifying and managing new business opportunities with key internal stakeholders, managing existing grants, and seeking new funding opportunities.

Deploy to humanitarian responses and country programmes, including conflict areas, as Team Lead or other senior positions as required

Key responsibilities

Business Development and Grant Management

1	Work with the Operations, Health, L&CP teams and the SMT to identify new funding opportunities for UK-Med and provide oversight where needed on funding proposal and budget development.
2	Provide oversight of management and reporting against existing grants.
3	Ensure donor compliance and timely reporting against existing grants.

Operations and Programme Management

4	Lead and provide oversight of programmes and projects including monitoring progress against objectives, ensuring monitoring evaluation and learning activities are completed and reporting meets requirements internally and externally.
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5	Ensure the Ops team are designing (and provide support as needed) proposals / response objectives and budgets in close coordination with Health Technical team, Logistics, Finance, HR and others as required.
6	Work with Membership and HR team to resource response teams and input into workforce planning.
7	Work with Ops Managers to ensure smooth and safe deployment of personnel for specific responses including liaison with administrators / Logistics / HR.
8	Ensure security plans are developed and monitored, in collaboration with Security Lead and the Director of International Operations.
9	Oversee deployment / response administration including ensuring timesheets are submitted, working with Finance to ensure team payments are made and updating of core admin documents (asset registers, insurance requirements, risk registers etc).
Team Leadership	
10	Manage and co-ordinate the Operations managers and in turn the Ops Co's, promoting team cohesion and unity. Ensure there is adequate cover for deployments within the team, and that all desk lead roles are staffed – ensure cost recovery for responses through team deploying in key roles. Conduct regular team meetings, one to ones, develop and manage key performance indicators. Ensure the team is cohesive with the rest of the Operations and Logistics team.
Knowledge, Management and Learning	
11	Support the training and capacity building of members and deploying Teams.
12	Continuously contribute to organisational learning by sharing knowledge, experiences, best practices and supporting colleagues.
Responses and Team Oversight	
13	Act as representative of UK-Med in the field and provide day-to-day management, coordination and leadership to the field team.
14	Lead the implementation and maintenance of project activities by coordinating the optimal use of medical, logistical, financial and human resources.
15	Implement and maintain a regular system of progress monitoring and evaluation against objectives and regular communication with HQ on progress challenges.
16	Ensure all processes and administrative support are in place in order for the field team to carry out and maintain operations (field budget and cash, staff compliance to procedures etc.)
17	Comply with and ensure application of all UK—Med, UK- EMT and partner policies and practice including with respect to safeguarding, code of conduct, health and safety, equal opportunities, crisis management.
18	Establish strong working relationships with other actors and relevant stakeholders on the ground.
19	Compile end of deployment reports and evaluations.

Security	
20	Maintain end line responsibility for the safety and security, staff health and wellbeing of team members during a deployment and maintain contact with them.
21	Take a lead role in field coordination of crisis management and incident reporting as required.
Finance	
22	To undertake finance administration in line with policies and procedures.
Safeguarding	
23	Play a key role in applying safeguarding vetting requirements for staff and Register members, ensuring that we never deploy personnel unless they have passed appropriate vetting processes.
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.
Other	
26	Act as operational Team Lead or deputy depending on type and scale of response.
27	Manage and respond efficiently and professionally to email inboxes.
General duties	
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 / UK EMT deployments, projects and programmes of work.

Person Specification

Deputy Director of Operations

Qualifications / Professional Memberships		
1	Degree qualification in a relevant subject i.e., Humanitarian Operations / International Development/ Business Management/ Development or similar.	Desirable
2	Other relevant qualifications or training within Humanitarian Operations and/or Business Management/ Business Development.	Desirable
Knowledge, Skills and Experience		
3	Significant professional experience in humanitarian health operations management and programming.	Essential
4	Significant professional experience in business development with experience of working with multiple stakeholders/ external partners.	Essential
5	Significant experience of working on grant management and building external partnerships with funders.	Essential
6	Experience of managing multi—disciplinary/ multi—cultural teams in insecure environments.	Essential
7	Experience in project cycle management including proposal development, budgeting and reporting, monitoring and evaluation.	Essential
8	Understanding of security management good practice and experience of overseeing team security.	Essential
9	Excellent interpersonal, representation and negotiation skills, with the ability to influence, build consensus and develop partnerships.	Essential
10	Experience and skills in problem solving and prioritization with the ability to exercise sound judgement and make decisions independently.	Essential
11	Awareness of and commitment to best practice in relation to safeguarding, protection, health and safety and equality.	Essential
12	Experience in managing Primary Health Care programmes in a humanitarian setting.	Desirable
13	Proficiency in a 2nd language, such as Spanish, French, or Arabic.	Desirable
14	Able to deal with ambiguity and processes in a new team within a growing and evolving organization.	Essential
15	Flexible, can—do attitude.	Essential

16	Able to work effectively both independently and as part of a team.	Essential
17	Energetic and resilient individual who thrives in a fast-paced and rapidly changing environment.	Essential
18	A patient, calm and good communicator (oral/written), who functions well across different cultures, languages, personal interests and agendas.	Essential
19	Commitment to UK-Meds humanitarian mandate and passionate about putting patients at the heart of everything we do.	Essential
Practical requirements		
20	Able to travel to Manchester Office for regular meeting and Workshops.	Essential
21	Willing to comply and be able to pass medical and safeguarding checks required to ensure suitability for deployment.	Essential
22	Willingness to work some weekends and evenings as required.	Essential
23	Willingness to deploy with UK-Med overseas as required.	Essential

Key terms and benefits

Salary:	Up to £60,000 GBP gross annual (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.
Annual Leave:	25 days per year plus 8 public holidays (pro rata for the duration of the contract)
Pension:	10% employer contribution, with 5% employee contribution to a specific defined contribution scheme
Deployment:	Although this role will not be expected to deploy frequently, if willing to do so the post holder will be prepared for deployment in operational support roles
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:	1 year role with likely extension

UK-MED

Building a world
prepared to help