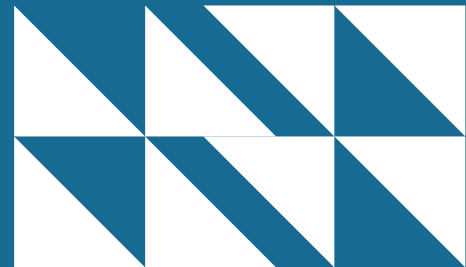


# We're hiring!

 **JOB PACK**



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Thanks for your interest in working at THET.  
This job pack provides you with everything you need to  
know to apply for this role and what it means to work at  
THET.

**HR & OPERATIONS OFFICER**



## JOIN OUR TEAM!

### **About the Tropical Health and Education Trust (THET)**

THET is a global health charity working in partnership with governments, health institutions, and international bodies to train health workers and strengthen health systems across 31 countries.

We do this through grants management and capacity building, alongside research, convening and advocacy towards the goal of Universal Health Coverage. At the centre of our approach, is the model of Health Partnerships, long-term relationships between UK and LMIC health institutions, which improve health services through the reciprocal exchange of skills, knowledge, and experience.

At the heart of our work is vision of a world where everyone has access to healthcare.

Find out more at [thet.org](https://thet.org)



# OUR VALUES

1



Partnering through collaboration

2



Partnering with respect

3



Partnering with integrity

4



Partnering through learning



## JOB SPECIFICATION

Hours	37.5 hours per week
Reports to	HR & Operations Manager
Location	UK Based Hybrid
Salary	£31,088
Length of Contract	Permanent



## JOB PURPOSE

The postholder provides HR administrative and operational support to THET teams and the senior management team (SMT) including the CEO.

Reporting to the HR & Operations Manager with a dotted line to the Coordinator, this postholder supports the HR and Operations team in the day-to-day activities at a time of tremendous growth.

At the heart of THET is a commitment to our people. . We need to deliver consistently high standards of advice, support, and documentation, and have sound policies and procedures in place. Our managers need your help to manage people well. As well as attracting talent to the organisation, we aim to develop our existing teams, promoting and supporting personal development and retention. This role is key to this in ensuring the important administrative and operational activities are delivered well.

We are seeking a proactive and highly organised individual to join the team. Your ability to work collaboratively with the whole organisation is an essential requirement. This is an excellent first role for anyone contemplating a career in HR, operations or programme work.

You will join THET at an exciting time of growth as we move to implement new partnerships with the Department of Health and Social Services, NHS institutions, and others across the public and private sector. You will play a critical role in ensuring this growth is managed well.



# KEY RESPONSIBILITIES

## **Recruitment & Retention**

- Administer the recruitment process by placing job adverts into the template on Canva, removing expired job adverts from the THET website; downloading applications; setting up interviews
- Update staff induction materials
- Update the Organisational Organogram on a monthly basis
- Update staff profiles on the THET website
- Maintain internal HR email/In-box
- Ensure new starters are added to the relevant induction meetings and staff meetings

## **Development & Performance**

- Provide induction and refresher training to staff and volunteers on international travel
- Monitor implementation of staff training and development plans

## **Policies and procedures**

- Follow THET policies and procedures, flagging any issues arising
- Update control sheet for policy review dates and maintain version control numbers for policies and forms



# KEY RESPONSIBILITIES

## **Administration**

- Provide administrative support to the CEO and SMT
- Update and maintain the Activ absence system: - Create user accounts for new staff/archive leavers; monitor staff absences
- Administer travel arrangements within the UK and overseas for senior managers
- Oversee and improve standard operating procedures and forms
- Support the HR & Operations Manager with administration of new and current consultants, volunteers, and interns (recruitment, contract reviews, induction, and compliance training schedules)

## **Operational Support**

- Coordinate the procurement process for items and services including approvals, advertising, tender process, preferred supplier contracts, communication to parties
- Undertake office management tasks including responding to THET mail/ calls; arranging and servicing office meetings; maintaining email distribution lists and email accounts
- Facilitate the purchasing of staff IT and other work equipment in line with budget
- Activate email accounts; coordinate laptops for new staff/leavers; open and close IT accounts for starters, and deactivate these for leavers
- Act as the main point of contact for the outsourced IT supplier.

## **Health and wellbeing**

- Prompt Country Directors to ensure Country risk registers are up-to-date and evacuation/hibernation plans exist



# PERSON SPECIFICATION

Person specification	Essential	Desirable
<b>Qualifications, Knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Administrative and data management experience</li><li>• Graduate or equivalent work experience</li></ul>	<ul style="list-style-type: none"><li>• Interest in HR</li></ul>
<b>Personal Attributes and Skills</b>	<ul style="list-style-type: none"><li>• Basic IT skills</li><li>• Ability to organise and prioritise tasks</li><li>• Ability to work with staff at all levels and to work on own initiative.</li><li>• Good communication and interpersonal skills</li><li>• Proven ability to self-organise</li><li>• High levels of professionalism and integrity</li><li>• Flexible and adaptable; a good team player who can work in a small team</li><li>• Willingness to be hands-on as required</li></ul>	<ul style="list-style-type: none"><li>• Willingness to learn and develop</li></ul>
<b>Values</b>	<ul style="list-style-type: none"><li>• Strong commitment to THET's cause and values</li></ul>	
<b>Other</b>	<ul style="list-style-type: none"><li>• Ability to travel to London for monthly/ quarterly meetings as required</li></ul>	





# HR & OPERATIONS OFFICER

## What we offer

- Flexible working hours
- Hybrid working arrangements
- Enhanced Maternity and Paternity leave benefits
- Confidential Employee Assistance Programme
- 25 days annual leave plus three days off between Christmas and New Year
- Annual learning & development allowance
- 5% employer pension contribution when an employee contributes 3%.
- Cycle to work scheme
- A friendly, supportive work environment.

## How to apply

Candidates can apply by submitting a two-page cover letter stating why they are interested in this position, what they would bring to the role and how they fit the person's specification.

This letter should be submitted with a CV to [jobs@thet.org](mailto:jobs@thet.org) by midnight **Monday, 20th May**, with 'HR & Operations Officer' in the subject line. Applicants must be available for interview and assessment over the following two weeks.

THET is an equal-opportunity employer, and any form of canvassing will lead to automatic disqualification.

This post is UK based. Non-EC nationals will require current and valid permission to work in the UK.