



Project Officer



Now is an exciting time to join Mercy Ships UK. With a growing supporter base, a talented staff team and ambitious targets to reach over the next five years, we are looking for a talented Project Officer to join our team.

Mercy Ships is a faith-based charity, bringing safe surgery to people in Africa who have limited access to healthcare and little or no money to pay for it. For over 40 years, Mercy Ships has visited more than 55 developing nations. We are passionate to serve those in need and to leave a lasting impact for the future by working alongside governments, supporting health systems and delivering training within the countries we visit. Our volunteer crew represent our organisation onboard our two ships through excellence and diligence. Sixteen Mercy Ships offices around the world collaborate on fundraising, recruitment and public relations.

Mercy Ships UK

The UK currently raises circa £9 million a year to support Mercy Ships' operations, benefiting from a diverse base of committed funders and partners. As well as providing financial resources for surgeries, healthcare, education and local partnerships, the UK identifies over 400 professional volunteers with medical, maritime and many other skills to crew the world's largest charitable hospital ships 'Africa Mercy' and 'Global Mercy', – bringing immediate

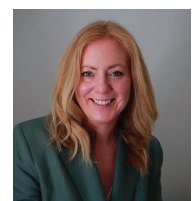
relief to thousands of individuals and leaving a sustainable legacy of hope and healing in every nation we visit.

Values

Mercy Ships was founded by Don and Deyon Stephens in 1978, committed Christians with a vision to follow the model of Jesus, who inspires action and guides us to imitate God's heart for those marginalised by poverty and disease. Mercy Ships is a diverse community made of people from all walks of life, practically demonstrating love, integrity and excellence to make a lasting impact. While not all of our staff are practising Christians, they all align with and respect the Christian values that underpin Mercy Ships' work.

Approximately 90% of the population in sub-Saharan Africa lacks access to safe and affordable surgical care. On average, there are only 1.8 beds per 1,000 people, and nearly 40% of healthcare settings lack hygiene infrastructure. The need for Mercy Ships is clear – we strive to provide safe and equitable healthcare for those who need it most.

Shelley Pigott,
Executive Director, Mercy Ships UK



Impact

Since 1978, Mercy Ships has brought hope and healing to more than **2.88 million people** through free, life-changing healthcare and training. Our volunteer professionals have performed over **122,000 surgical procedures** and provided more than **556,900 dental procedures** to those in desperate need. Alongside this, we have trained more than **55,500 local professionals** in their area of expertise, equipping them to go on and impact over **252,000 others** within their own communities.

Our commitment extends beyond the hospital ship—we have completed over **1,110 community development projects**, including the reconstruction of schools, clinics, orphanages, water wells, and agricultural programmes. These initiatives ensure sustainable transformation by strengthening local infrastructure and skills for the future.

Today, we have proudly served across more than **55 of the world's poorest nations**, with two remarkable hospital ships:

- **The Global Mercy:** the world's largest civilian hospital ship, featuring 6 state-of-the-art operating theatres, 199 patient beds, the capacity for 640 crew, and a gross tonnage of 37,856.
- **The Africa Mercy:** with 5 fully equipped operating theatres, 85 patient beds, space for 470 crew, and a gross tonnage of 16,572.

Together, these ships represent a unique and powerful force for good, bringing hope, healing, and lasting change to those who need it most.

Our work

Mariama's story

Mariama is a lively and healthy baby, but a severe facial cleft strained her joyful smile. This facial cleft affected 7-month-old Mariama's lip and nose, making it difficult for her to eat and causing her parents to worry about their child's future.

Since paediatric services capable of treating baby Mariama's condition were not available near the family, local doctors directed her father to Senegal's capital city in hopes of finding help.

It was there that he heard about a hospital ship capable of providing healing for his little girl.

Soon after, Mariama received an operation onboard the *Africa Mercy* that repaired her cleft lip. After surgery, Mariama and her family stayed at the HOPE Centre, where her mother learned how to make nutritional baby formula and learned about the importance of nutrition for her child. Now, Mariama is home with her family, happy and healthy!



Our Mission

Mercy Ships follows the 2,000 year-old model of Jesus, bringing hope and healing to the world's forgotten poor.



Our Vision

Mercy Ships uses hospital ships to transform individuals and partner with nations.



Our Values

Following the model of Jesus, we seek to:

- Love God
- Love and serve others
- Be people of integrity
- Strive for excellence in all we say and do





History of Mercy Ships

Founded in 1978 by Don and Deyon Stephens, Mercy Ships has worked in more than 55 countries, providing services valued at more than £1.3 billion.

By improving healthcare delivery in every country visited, Mercy Ships is working to eradicate the diseases of poverty. Mercy Ships follows the model of Jesus by “bringing hope and healing to the forgotten poor”, helping people of any faith or none.

Mercy Ships delivers a customised five-year partnership model with every country it is invited to support. Relationships are built with the national government and ministry of health, so that the specific needs of each country are met; we work to strengthen the country’s healthcare systems and drive policy change.

The aim is to tackle the root causes of the problems rather than just the consequences.

Mercy Ships UK (a key member of the Mercy Ships global partnership) was founded in 1996. We run the two largest charity hospital ships in the world: the *Global Mercy* and the *Africa Mercy*.

Behaviours



We put beneficiaries first

Our performance impacts lives, so we strive for the very best results.



We are open to challenge

We challenge current norms, ideate, create and develop.



We expect the best

We consistently seek the best in and for others.



Together in everything

We are a relationally-driven team.



Effective interaction

We communicate with clarity and purpose.

Role Description

Main Workbase: 12 Meadway Court, Stevenage SG1 2EF

Hours of Work: Full-time (37.5 hrs per week)

Contract: Permanent with hybrid working minimum of 2 days a week in the office.

Line Manager: Head of Brand and Communications

Salary: £35,000 per annum

Line Management Responsibility: None

Benefits:

- 25 days annual leave + bank holidays, increasing + 1 day with each year of service, up to 30 days annual leave
- Up to 7% Employer pension contribution
- Access to a personal Learning & Development budget of £1,000 per year (pro rata), supporting professional growth and skills development
- Travel and training loans
- Free parking onsite

Role Overview

The Project Officer is responsible for production workflows, resourcing, and outputs. As well as creative project management for internal client relationships and briefs. This role supports a team of in-house and freelance designers and copywriters, who plan, conceptualise, and develop assets and materials for a broad range of internal and external channels and resources, that deliver on our Strategic plan.

Main Responsibilities

Creative Production Workflow

- Works with the Creative Lead to plan, triage and manage the output of high-quality creative work that delivers and enhances the MSUK brand; keeps projects on track, monitors and manages project timelines, ensuring tasks are completed on time and within budget. Assesses resource availability and skills to assign the right people to each project and task.
- Works closely with the creatives, administering the end-to-end internal creative processes for content and asset production (including graphic design, copy, photography, and video) to delivery.
- Administers the Creative Team project and traffic management platforms (like Asana and

Ziflow), the creative workflow, planning, triaging, prioritising, scheduling of jobs, and allocating both team and external resource.

- Supports the Creative Lead with the on-boarding of external agencies and freelancers, partners and suppliers, which includes contractor work schedules, budgets, and the processing invoices.
- Supports with the branding and purchasing of merchandise for corporate events and fundraising activities.

Internal Communications

- Supports the Head of Brand and Communications with internal communications, as well as day to day communications with the various teams in the organisation including the Global Brand Team to deliver high quality and on-brand communications, ensuring resources, guidance processes and training are created and rolled out appropriately.
- Schedules and leads meetings, ensuring key actions are followed through, and acts as a key liaison for projects with teams to promote effective communication, collaboration and teamwork.
- Coordinates the organisation's Communications Calendar and other communications shared resources.
- Manages the online Creative Resource Centre and ensures that communication around the team's offer and processes are well understood and regularly updated.

Collaboration & Stakeholder Engagement

- Foster a culture of continual improvement and collaboration within the team.
- Diplomatically and collaboratively ensure deadlines are met, even when priorities conflict.
- Adapt and respond flexibly to changing organisational needs, while maintaining a focus on outcomes.

Other Duties

- Undertake other responsibilities as requested by the line manager, Director of Communications and Engagement or Executive Director, within the scope and spirit of the role.
- Actively follow Mercy Ships UK policies and maintain confidentiality.
- As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

Person Specification

Attribute	Essential	Desirable
<p>Education/qualification</p>	<ul style="list-style-type: none"> • Documented experience in the field recognised qualification in communications or project management, or the equivalent experience. 	<ul style="list-style-type: none"> • Marketing, Brand Creative qualification or membership.
<p>Proven experience</p>	<ul style="list-style-type: none"> • 5+ years working in a creative/traffic management environment. • Demonstrable experience of managing and administering project/traffic management software and tools for specialist creative workflows. • Able to communicate clearly and 'build bridges' with colleagues at all levels. • Understanding of creative and production processes, particularly graphic design, copy and multimedia production. • Experience in delivering high profile and multi-channel creative assets. • Experience of capacity and resource planning. • Detailed knowledge of creative workflows, scheduling, commissioning, budgeting, and project management. • Knowledge of agency and freelance procurement, across creative services in particular. 	<ul style="list-style-type: none"> • Experience of internal communications and processes in the charity sector, particularly international development. • Experience of analysing client briefs and negotiating deadlines. • Experience with Asana • Experience establishing and embedding efficient processes. • Experience in a faith based organisation
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Good organisational and time management skills with the ability to prioritise. • Excellent verbal and written communication skills. • Able to prioritise internal demands while retaining good relationships. • Attention to detail. • An ability to work to deadlines and targets. • Ability to organise workload and multitask. • Organised and able to set clear boundaries around jobs. • Genuine interest in being collaborative. 	

Person Specification

Attribute	Essential	Desirable
<p>Personal qualities</p>	<ul style="list-style-type: none"> ● Open, kind and interested in the well-being of others. ● A willingness to learn and an ambition for excellence. ● Able to actively support, promote and encourage Mercy Ships' mission and values. ● Tactful, friendly, and calm under pressure. ● Confident, resilient, tenacious, self-motivated, and collaborative. ● Highly organised and able to set clear deadlines and multitask jobs. ● Detail-oriented, analytical, able to assimilate and apply insight for decision making. ● An eye for continual improvement, detail and opportunity, whilst also able to simplify complex information. ● Collaborative and diplomatic, able to ensure deadlines are met while maintaining positive relationships. ● Comfortable in a fast-paced, collaborative environment, able to take the initiative and ask the right questions. 	<ul style="list-style-type: none"> ● An awareness of and passion for international development work in sub-Saharan Africa. ● Resilience and the ability. ● Marketing, Brand Creative qualification or membership. ● Seek and balance a range of views and stakeholders, influencing where required. ● Find innovative solutions, when needed.

Person Specification

Attribute	Essential	Desirable
<p>Personal qualities</p>	<ul style="list-style-type: none"> ● Confident, calm and professional even when under pressure. ● Embraces feedback to aid continual improvement. ● Flexible, approachable and positive. ● Strong interpersonal skills, understanding the need for team, and valuing different disciplines and backgrounds. ● Ability to maintain confidentiality. ● Committed to continuing professional development. ● Alignment to/respect of the Christian values of Mercy Ships. 	<ul style="list-style-type: none"> ● Transparent and able to be vulnerable .



How to apply to join us in transforming lives:

Please send a CV and cover letter detailing your relevant experience and why you want to work for Mercy Ships to:

Careers@mercyships.org.uk

Applications will be reviewed on a rolling basis, and the vacancy will remain open until the position is filled.

Don't delay applying as we screen applications on receipt and reserve the right to close early.

**Hope.
Healing.
Transforming Lives.**

Registered Charity No: 1053055. Registered Charity in Scotland No. SC039743.
Company No: 3147724 (England and Wales)

Equal opportunities

Mercy Ships UK is an equal opportunities employer. We welcome applications from all individuals and value diversity in our workforce.

DBS check

Candidates will be asked to declare any 'unspent convictions.' Further information can be found [here](#).

Eligible roles may require a Disclosure Barring Service (DBS) check.

