

JOB PROFILE

Job Title	Recruitment and HR Officer (Part time – 2 days per week, 6-month fixed term contract with potential to extend)
Reporting to	Director of Programmes
Location	<i>Temporarily working remote due to Covid19</i> HQ remains as One Canada Square, London E14 5AA
Salary	Grade 5

Overview

Doctors of the World UK is part of the global Médecins du Monde network, which delivers over 400 projects in more than 80 countries through 3,000 volunteers.

Our vision is of a world in which vulnerable people affected by war, natural disasters, disease, hunger, poverty or exclusion get the healthcare they need. Through our health programmes and advocacy, we work to ensure excluded people overcome barriers to realising their right to health. Since opening in the UK in 1998, we've raised over £8.4m for overseas programmes, helped 8,000 service users here and fought for health as a human right for all.

We work with and for:

- » people in crisis, providing life-saving humanitarian healthcare in times of war and after natural disasters.
- » vulnerable migrants, including by advocating for the right to health across Europe.
- » people at risk of harm, especially from HIV or HepC, like drug users and sex workers.
- » women and girls' right to sexual and reproductive health.

Last year our international budget was €113million.

Job Purpose

This post is responsible for recruiting volunteer/deployed staff to support the delivery of our programmes work and overseeing staff HR processes for the organisation.

- Responsible for overseeing recruitment of volunteers and deployed programme staff, developing and improving processes and structures to enable us to meet the volunteer needs to deliver our work including in emergencies.
- Oversee regular communication and involvement of volunteers to provide healthy engagement and retention and amplify our campaigns.
- Supporting line managers and other members of the team to recruit to new roles and implement HR processes across the organisation.

Key Duties	Key Activities
Day to day management	<ul style="list-style-type: none"> • To assume day-to-day responsibility the recruitment and maintenance of sufficient numbers of high-quality volunteers/ deployed staff by managing and undertaking robust and safe recruitment processes and procedures. • To develop and expand relevant networks (Humanitarian partners, academic institutions) to ensure effective support for, and capacity of high-quality volunteers/deployed staff.

	<ul style="list-style-type: none"> • Lead development and implementation of recruitment processes for new types of roles as they emerge, for example Medical Specialists. • To monitor and evaluate: <ul style="list-style-type: none"> i) processes for volunteers/deployed staff, ii) volunteer experience at DOTW by developing evaluation tools, iii) the impact volunteers make on DOTW by supplying figures for funders, safety and quality meeting and the board. • To enable ongoing engagement by coordinating reward and engagement events and communications. • To oversee communication with volunteers/deployed staff, ensuring that it is timely, appropriate and of a high quality (i.e.: oversee production of volunteer newsletter, other digital communication, answering queries, dealing with complaints). • Work in collaboration with the programmes, advocacy and communications teams to engage and mobilise volunteers in our campaigns. • Administer the development of volunteer engagement in organisational governance, for example supporting volunteer's engagement with the board of trustees.
Volunteer Management	<ul style="list-style-type: none"> • To represent the UK chapter in cross-MdM network volunteer management in future projects and emergency framework. • Work to build a pool of volunteers ready to be deployed in an emergency and manage their deployment if required. • Work in collaboration with other MdM chapters' HR departments to recruit UK volunteers/deployed staff for their programmes when required. • To work collaboratively with Senior Managers when strategic decisions are made regarding the volunteer experience and when developing specific pools of volunteers according to need (ie: for UK Programme mobile clinics).
HR co-ordination	<ul style="list-style-type: none"> • Oversee organisational HR processes to ensure all line managers are aware of recruitment and employment processes for their staff and office volunteers. • To oversee the HR and recruitment systems and be a point of reference for staff.
Line Management	<ul style="list-style-type: none"> • Line manage any future support roles/volunteers. • Set objectives for the function.
Other Duties	<ul style="list-style-type: none"> • Some out of office hours work and European travel might be required.

General	<ul style="list-style-type: none"> • To be open to change and demonstrate a flexible and adaptable approach. • To work collaboratively with others and be a supportive and effective team member. • To ensure that all activities undertaken on behalf of Doctors of the World UK, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures. • To participate in training and other activities as requested by the organisation.
----------------	---

Stakeholder and Customer Service	<ul style="list-style-type: none"> • To provide quality customer service to all our respective audiences and stakeholders and comply with our quality management protocols.
---	--

Key Deliverables	Please Indicate A R or N/A
To develop DOTW's volunteer sending capacity through the EU Volunteer Aid project.	A
Oversee communication and engagement with volunteers.	R
To recruit and maintain sufficient numbers of good quality volunteers/deployed staff to enable adequate coverage for programmes.	A
Ensuring robust and safe recruitment processes and procedures.	A
Oversee organisational HR processes to ensure all line managers are aware of recruitment and employment processes.	R

Decision Making Criteria: A = Accountable, R = Responsible

Level of Budgetary Responsibility	Low
Key Working Contacts	All DOTW UK staff; MDM International programme staff and volunteers, UK volunteers; some MDM Network staff; External HR specialist when required.

This is not intended to be an exhaustive list. Your job description may be subject to change.

Date Created	October 2020
---------------------	--------------

Person Specification

Job Title

Recruitment and HR Officer

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to....
Communicating with others	Communicate in a timely, accurate and relevant way; listen actively; be positive and persuasive, communicating appropriately and in a corporate manner in all circumstances; communicate MDM's core mission.
Team working and interpersonal skills	Promote a constructive climate; actively contribute across teams to good team working and team relationships; support others to achieve their aims; build consensus; be friendly, helpful and supportive.
Managing Resources	Work in an efficient and effective manner; seek to achieve the greatest impact; be cost-conscious; strong line management skill and ability; inspire others to excel.
Drives Continuous Improvement	Value feedback and learning; adapt to change seamlessly and be prepared to try doing things differently; encourage the development of new ideas; implement changes intended to make improvements willingly; respond positively to feedback.
Customer Services	Strive to achieve excellence in service delivery and patient care; set and develop benchmarks; take responsibility; resolve queries; be approachable, positive and responsive.
Managing Yourself	Actively set boundaries for self and others; manage the best from people; manage workplace stress appropriately; delegate well; take pride in achieving results.
Delivery and Meeting Business Plan	Show the impact of the work for which you are accountable; monitor progress; commit to achieving high quality; demonstrate common sense.

RELEVANT EXPERIENCE

The successful candidate will have experience of

Essential:

- At least 2 years of volunteer coordination / HR management experience.
- Overseeing recruitment of staff or volunteers.

Desirable:

- Line management experience.
- International NGO experience.
- Medical recruitment and deployment processes.
- Developing and implementing new volunteer recruitment systems and processes.

SPECIFIC SKILLS AND KNOWLEDGE

The successful candidate will have the ability to/knowledge of....

Essential:

- Strong interpersonal skills and ability to work effectively with multi-cultural teams.
- Excellent oral communication and writing skills in English.
- Managing HR systems and procedures, proficient in IT.
- Understanding of good HR practice and employment law.

Desirable:

- HR qualification.

Date Created

October 2020