

Role Profile

Position	Operations Officer	Team/Project/ Program	DWW UK
Reporting Manager	CEO	Contract Type/ Duration	1 year [with option of renewal]
Location	Remote & Hybrid options at our Stockport office in Manchester, UK	Working hours	5 days a week, full time Monday to Friday [with occasional weekends for events]. <i>Part time options available.</i>

About the Project and Role

We are seeking a proactive, highly organised **Operations Officer** to support the smooth running of Doctors Worldwide's internal operations and programme delivery. The Operations Officer will maintain key organisational systems, coordinate operational activities, and assist programme teams, volunteers, and governance functions. This role includes supporting the planning, logistics, and delivery of organisational courses/events such as the DWW Humanitarian Medical Aid Course (HMAC).

Working closely with the CEO and team, the Operations Officer will ensure that internal processes run efficiently, that compliance and documentation are maintained, and that operational support is provided across the organisation.

Based in the UK with flexibility to work from home, the individual will need to demonstrate a high level of integrity, have an excellent eye for detail and be self-disciplined. The individual will need to be able to demonstrate a logical way of working to support the life-saving work we do. This role is suitable for someone looking to move into an operations manager role within DWW.

About Doctors Worldwide (DWW)

Doctors Worldwide is a specialist medical charity based in the UK with a mission to support and collaborate with local communities to build and sustain quality healthcare services in both development and emergency settings. Over the past 23 years since our launch in 2001, Doctors Worldwide has been delivering quality medical care and relief in 31 countries across the globe. To date, we have delivered over 135 healthcare projects across Asia, Africa and Central America, saving or changing over 4 million lives and counting.

At Doctors Worldwide, we believe that good health enables people and communities to define their own future. Without good health, a parent cannot take care of their family, nor can a child meet their full potential. As a result, communities miss out on a chance to grow and contribute to their collective wellbeing. Access to quality healthcare is not a privilege, it is a human right, and we work towards making that a reality, especially for the most vulnerable communities.

Job Description & Key Responsibilities

Operations & Administration

- Develop, maintain, and improve operational systems and processes to ensure efficiency and accountability across the organisation.
- Coordinate financial administration with the Treasurer, including processing receipts, reimbursements, and supporting fundraising activities.
- Manage incoming and outgoing correspondence, ensuring timely and professional communication with external stakeholders.
- Manage the info email account and organisational phones.
- Provide operational support for event administration, including planning, logistics, scheduling, communications, and on-the-day coordination for DWW events.
- Organise and deliver DWW activities such as the annual Humanitarian Medical Aid Course (UK and overseas).
- Support project teams with data collection, project documentation, and grant administration.
- Maintain and manage the partnership process for overseas projects including carrying out the relevant due diligence process.
- Manage and update volunteer systems, including recruitment, screening, scheduling interviews, and pre-deployment preparations for medical volunteers.
- Maintain donor records and support donor communications, including processing new donations.
- Maintain governance systems, policies, and procedures; conduct annual compliance checks; and coordinate updates to organisational processes.
- Oversee the operational needs of the DWW office, supplies, and equipment.
- Support the operational set up of the DWW online shop, including stock management, order processing, and communication with buyers/sellers.

Human Resources Support

- Maintain confidential personnel files, including leave, sickness, and absence records.
- Support recruitment processes, including advertising roles, shortlisting, communication with candidates, and onboarding.
- Oversee the volunteers programme and maintain regular communication with volunteers.
- Ensure managers complete required HR processes such as appraisals and one-to-one meetings.
- Ensure organisational compliance with DWW policies and procedures.

Operations Support to the CEO

- Provide coordinated operational support to the CEO, including preparing meetings, taking minutes and action logs, and tracking follow-up actions.
- Assist with travel arrangements, correspondence, and operational logistics.
- Support the Board of Trustees with documentation, scheduling, and administrative needs.

Other Duties

- Represent DWW professionally at all times, demonstrating confidentiality, integrity, and approachability.

<ul style="list-style-type: none"> • Carry out any other duties commensurate with the responsibilities of the post. 		
Person Specification		
Operations Officer, Doctors Worldwide	Essential	Desirable
Experience <ul style="list-style-type: none"> • Experience in an operations, administration, or coordination role within a charity, NGO, public sector, or similar environment. • Experience supporting events, including logistics, communications, and general event administration. • Experience maintaining organisational systems, processes, and records. • Experience working with confidential information in a professional and secure manner. • Experience providing support to senior staff or leadership teams. • Experience managing multiple tasks and priorities in a fast-paced environment. • Experience working in a global health, humanitarian, or international development organisation. • Experience managing volunteers or volunteer programmes. • Experience supporting donor administration or fundraising activities. • Experience supporting the operations of an online shop or e-commerce platform. • Experience organising international travel or coordinating overseas events. 	X X X X X X X X X	 X X X X X
Skills <ul style="list-style-type: none"> • Excellent organisational and time-management skills with the ability to prioritise effectively. • Strong administrative skills, with a high level of accuracy and attention to detail. • Strong written and verbal communication skills, including professional email and stakeholder communication. • Ability to maintain operational systems, track actions, and manage documentation. • Proficient in Microsoft Office (Word, Excel, PowerPoint), Outlook, and cloud-based systems (e.g. Google Workspace or similar). • Ability to collect, manage, and present data accurately. • Ability to work independently with minimal supervision while also collaborating effectively with teams. 	X X X X X X	

<ul style="list-style-type: none"> • Strong problem-solving skills with a logical and proactive approach to work. • Ability to handle sensitive information with discretion, integrity, and confidentiality. • Understanding of financial administration, including processing invoices, receipts, or reimbursements. 	<p>X</p> <p>X</p>	<p>X</p>
Knowledge <ul style="list-style-type: none"> • Understanding of organisational governance, compliance, or quality assurance processes. • Understanding of HR processes such as recruitment, onboarding, and maintaining personnel records. • Awareness of safeguarding principles and data protection (GDPR) requirements. • Knowledge of safeguarding processes in the charity sector. • Familiarity with CRM systems or databases for volunteers, donors, or project management. • Experience organising training sessions, workshops, or capacity-building programmes. 	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>
Personal Attributes <ul style="list-style-type: none"> • High level of integrity, professionalism, and reliability. • Flexible, adaptable, and able to respond quickly to changing operational needs. • Comfortable working in a culturally diverse organisation and with international stakeholders. • Positive, solutions-focused mindset with a willingness to learn and improve systems. • Commitment to the mission and values of Doctors Worldwide. 	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
Qualifications <ul style="list-style-type: none"> • Relevant qualification or experiences in administration, operations, project management, business, HR in the fields (formal or vocational). • Training in project management methodologies (e.g. PRINCE2, Agile), desirable but not essential. 		<p>X</p> <p>X</p>

Salary	£29,000 – £30,000 FT equivalent		
Application Instructions			
To apply for this post, please email your CV and covering letter [3 pages maximum] demonstrating your suitability to the post to info@doctorsworldwide.org . Applications without a cover letter will not be considered.			
Interview Dates	Interviews will be carried out on a rolling basis. Doctors Worldwide reserves the right to close the job advert before the deadline if a suitable candidate is found. We recommend applying early to be considered.		
Deadline for Applications	4 January 2026, 2359 hours	Starting Period	January 2026

Commitment to Safeguarding & Equality			
<ol style="list-style-type: none"> 1. Doctors Worldwide is a participant in the Steering Committee for Humanitarian Response Inter-Agency Misconduct Disclosure Scheme (MDS). The purpose of this scheme is for humanitarian organisations to share information during the recruitment process about people who have been found to have committed sexual harassment, sexual abuse or sexual exploitation during employment. We are required to inform you that upon successful completion of an interview a statement of conduct will be requested from your previous employers. Further Information about the scheme can be found here: https://www.schr.info/the-misconduct-disclosure-scheme. 2. Please note that as part of Doctors Worldwide's safeguarding procedures, for some roles an enhanced Disclosure Barring Service (DBS) is required. 3. Doctors Worldwide is committed to equality and diversity in the workplace and we welcome and encourage applications from everyone regardless of gender, race, religion, marital status, disability, age, and sexual orientation. 4. Please note that your details will be kept confidential in line with data protection laws and stored for potential future job opportunities. You can contact us at info@doctorsworldwide.org at any time to have your details removed. 			