



"I applaud Mercy Ships in their efforts of transformational development as they make a lasting difference in a world of need."

Nelson Mandela, Former President,

## Media Technician (Mediamaticien)



### Introduction

Thank you for expressing interest in joining Mercy Ships, specifically within Mercy Ships Global Association (MSGA), where servant-heartedness, integrity, humility, and collaboration are our guiding principles.

As a faith-based international development organization, Mercy Ships deploys hospital ships to some of the poorest countries in the world, delivering free, vital healthcare to people in desperate need, transforming individuals and serving nations. And we work closely with host nations to improve the way healthcare is delivered across the country — by training and mentoring local medical staff and advocacy.

I joined Mercy Ships last year, passionate to be part of Mercy Ships' mission in international development and the potential impact we can have together in the years ahead. And it is here at MSGA, where we serve the national markets to maximise their potential.

Our small, but passionate team of experts within MSGA seek to:

- Bring added value to the National Offices Manage, lead, and coordinate shared fundraising and recruitment campaigns
- Coordinate the collaboration and shared global initiatives
- Promote a global unified culture in an organization with many cultures and languages

We seek passionate, professional, and driven individuals who are willing to serve internal stakeholders, facilitate discussions and foster collaboration, whilst respecting cultural sensitivities. Are you looking for a unique global role, and a chance to help grow Mercy Ships in 16 national markets, and through this growth contribute to increased impact for our beneficiaries, such as patients, their families, healthcare and our incredible volunteer crew?

If this resonates with you, we eagerly await your application. I look forward to working with you.

Hendrik Storm,  
Executive Director  
Global Association



# Impact

Over 2.8 million lives have been transformed by our work since 1978, an average of 66,000 services offered per year.

- We have completed more than 1,110 community development projects including the reconstruction of schools, clinics, orphanages, water wells and agriculture programmes. Providing local training and infrastructure to enable and sustain their future success.
- We have trained more than 6,600 local professionals (including surgeons) who have in turn trained many others, over 252,000 local people, in basic healthcare.
- The *Global Mercy* and the *Africa Mercy* are the two largest charity hospital ships in the world, and together hold 11 state-of-the-art operating theatres and 279 patient beds.
- We have provided care in over 55 of the world's developing nations.



## 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

## Our work

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!





## 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.



# Role Description

**Main Workbase:** Remote & MSGA office, Lausanne

**Hours of Work:** Full time

**Contract:** Permanent

**Salary range:** CHF 59'000 - CHF 62'000 (based on experience)

**Line Manager:** Head of Digital

**Benefits:**

- 25 days annual leave and national bank holidays, increasing + 1 day with each year of service, up to 30 days annual leave
- Christmas shutdown
- Up to 7% Employer pension contribution
- Professional development and training
- Free parking onsite
- EAP Wellbeing scheme

## Role Purpose

As a Media Technician (Mediamaticien) you will be creating various media elements, such as graphics, audio, video, or interactive content, to enhance communication and engagement. As the lead on all digital evaluations, it will be your responsibility to make sure that our digital aesthetics and values are reflected in all communications, both internally and outside.

We are looking for a candidate who is passionate about multimedia, has a keen eye for detail, and thrives in a fast-paced environment.

## Main Responsibilities

### Website Management

- Regularly update and maintain our websites to ensure they meet specified requirements.
- Utilize HTML and Wordpress expertise to enhance website functionality and user experience.

### Media Production

- Execute high-quality media production tasks, including editing, encoding, and formatting of audio and visual content.
- Collaborate with the creative team to bring ideas to life through various media channels.

### Data Processing and Management

- Process and manage data efficiently to support various projects and initiatives.
- Use digital marketing tools such as SEMrush, SEO, and analytics to gather insights and improve performance.
- Ensure seamless integration between website, CRM, payment systems, and marketing automation tools.

### Administrative Support

- Provide administrative assistance to streamline operations and support cross-functional teams.
- Efficiently handle tasks such as scheduling, documentation, and basic office management.
- Assist in coordinating events, including preparation, logistics, and post-event follow up.

### Multimedia Tools and Creativity

- Utilize Adobe suite tools (Photoshop, Illustrator, XD) to create and enhance digital assets.
- Embrace creativity and take initiative in proposing innovative solutions and ideas.
- Stay up to date with emerging trends and technologies in multimedia and digital marketing.

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### **Technical Support**

- Provide technical support for multimedia equipment and software.
- Troubleshoot and resolve technical issues related to media production.

### **Equipment Management**

- Maintain and organise multimedia equipment inventory.
- Ensure the proper functioning and upkeep of all media production tools.

### **Collaboration**

- Collaborate closely with the Development Team to incorporate desired features and improvements and optimise media production processes.
- Attend and support MSGA events, conferences, and key meetings as required.
- Maintain and develop good relationships with Mercy Ships staff around the world.
- Other duties within the scope, spirit and purpose of the job as requested by the line manager.
- Post holder will actively follow Mercy Ships policies.

**As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.**

# Person Specification

Attribute	Essential	Desirable
<b>Education/qualification</b>	<ul style="list-style-type: none"> <li>• Significant experience in Media within a fundraising organisation</li> </ul>	<ul style="list-style-type: none"> <li>• CFC in media technician (mediamaticien) or equivalent.</li> </ul>
<b>Proven Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience in working with designers, content creators and videographers to produce assets and materials that achieve agreed campaign aims</li> <li>• Experience in multiple project management within a charity or similar</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in managing fundraising and/or marketing partnerships</li> <li>• Experience of overseeing multi-channel/integrated fundraising campaigns</li> <li>• Experience of running volunteer recruitment campaigns/drives</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Proficiency in the Office suite, Adobe Creative Cloud (Photoshop, Illustrator, XD)</li> <li>• Experience in utilizing digital marketing tools, including website management (HTML, WordPress), UI design, SEO, SEMrush, analytics, hosting, CRM, payment systems, and marketing automation</li> <li>• Knowledge of HTML, CSS, Google tools, Web environment</li> <li>• Proficiency in Acrobat Adobe</li> </ul>	<ul style="list-style-type: none"> <li>• Good administrative skills and knowledge of Microsoft packages</li> <li>• Ability to quickly adapt to new tools and technologies</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Passionate about the work of Mercy Ships</li> <li>• Honesty, integrity, and a passion to serve others</li> <li>• Able to actively support, promote, and encourage Mercy Ships' mission, vision, and values, including our faith-based ethos</li> <li>• Ability to work in a team</li> <li>• Confident and self-motivated</li> <li>• Able to lead and motivate others</li> <li>• Maintain confidentiality in all areas of work at Mercy Ships</li> </ul>	<ul style="list-style-type: none"> <li>• An awareness of and passion for international development work in sub-Saharan Africa</li> </ul>



## How to apply

To join us in bringing hope and healing, and transform lives, please send a CV and cover letter detailing your relevant experience and why you want to work for Mercy Ships Global Association to

[careers@mercyships.org.uk](mailto:careers@mercyships.org.uk)

by 30th April 2024

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

## Background check

Candidates will be asked to declare any unspent criminal convictions.

Eligible roles may require a background check, such as Disclosure Barring Service for UK applicants.

