

Senior Emergency Response Officer (SERO)

Job Level	Level 3	Job Reference No:	
		Role review date:	
Directorate	UK Operations	Function	Crisis Response
Service	Crisis Response and Community Resilience	Reports to:	Emergency Response Operations Manager (EROM)

Scale and scope of role

Direct reports	Up to 5	Indirect reports	0
Budget responsibility/ accountability	N/A	Accountable for other resources	CER equipment and resources

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Senior Emergency Response Officer (SERO) will lead and manage our emergency response offer in the designated area. The post holder will maintain and develop positive relationships and be the main liaison point for local authority emergency planning teams and our voluntary sector partners.

Overseeing a team of Emergency Response Officers (ERO), the post holder will be responsible for the management and development of area staff. They will support the area Emergency Response Operations Manager (EROM) to deliver area and national plans. The post holder will be expected to monitor and report against agreed KPIs using various data systems.

The post requires some evening and weekend work, being part of a regular 24-hour duty officer on-call rota and potential emergency response duties at any time throughout the year. The post holder must be willing to attend on-site during incidents and support vulnerable service users in crisis.

Key responsibilities

Service Delivery

- Managing a team of Emergency Response Officers (EROs), oversee the daily coordination of the local service in line with area and national plans.
- Support the delivery of our emergency response offer both in person and remotely with the planning and coordination of incident responses.
- Working collaboratively with partners, distil our national focus on community resilience and climate adaptation into the everyday delivery of our service offer.
- Ensure that regular audits of area resources are carried out and adequate supplies are maintained.
- Manage area performance against agreed 'Key Performance Indicators', ensure statistical record keeping is up-to-date, and accuracy of data collected is optimal.
- Participate in the national 24-hour duty officer on-call rota, contribute to the remote coordination of incident response anywhere in the country.

Stakeholder Engagement

- Maintain positive relationships with external partners, act as the key point of contact with other voluntary sector organisations.
- Act as the key point of contact for local authority emergency planning teams, contribute to multi-agency planning, training and exercises as identified.
- Support the ER Operations Manager with local insights to maximise the Red Cross capacity and capability to support vulnerable people and respond to crises locally.
- Be an active and engaged member of the national team, participate in internal planning and coordination groups in line with strategic objectives.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role:

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• Enhanced – Child and Adult workforce
Scotland
<ul style="list-style-type: none">• Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
<ul style="list-style-type: none">• AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
Essential <ul style="list-style-type: none"> > Strong IT proficiency, including Microsoft 365 > Experience of dealing with complex situations and tasks across multiple workstreams > Excellent communication skills appropriate for multiple levels > Experience of developing or working in multi-sector partnerships > Experience of delivering high quality services to the public 	S	I	
Desirable <ul style="list-style-type: none"> > Familiar with the principles of integrated emergency management in the UK > Experience of creating and monitoring budgets and data 		I	
Experience	S	I	A
Essential <ul style="list-style-type: none"> > Ability to collate and interpret a range of management information including statistical information and user feedback > Experience and/or understanding of undertaking risk assessments 	S	I	
Desirable <ul style="list-style-type: none"> > Comfortable with working both independently and as part of a team > Experience working out-of-hours with statutory services > Experience of project management and working in a deadline driven environment 		I	
Additional Requirements	S	I	A
Essential <ul style="list-style-type: none"> > Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy > Ability and willingness to work unsociable hours > Holds a full UK Driving Licence > Have appropriate access to a vehicle (For London-based roles: desirable but not required) 	S	I	
Values in Action	S	I	A
Dynamic - We move forward as one team. <ul style="list-style-type: none"> > Every day, we're adapting, innovating and learning. 		I	

> When the unexpected happens, we are calm, quick and efficient.	
> We respond smartly, using clear processes and systems.	
Compassionate - We stand for kindness.	I
> People come first, no matter who or where they are.	
> We have genuine, open-minded conversations.	
> Together, we're a united force for good.	
Inclusive - We are open to all.	I
> We treat each other with dignity and respect.	
> Every person's uniqueness is valued, supported and celebrated.	
> Our individual backgrounds and experiences make our organisation stronger.	I
Courageous - We are bold.	
> We show our strength by doing the right thing.	
> We aren't scared to test our creative ideas.	
As humanitarians, we go the extra mile to help people in crisis	

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the Disability Confident Scheme.