

Emergency Response Officer (ERO)

Job Level	Level 2b	Job Reference No:	#11307
		Role review date:	2025
Directorate	UK Operations	Function	Crisis Response
Service	Crisis Response and Community Resilience	Reports to:	Senior Emergency Response Officer (SERO)

Scale and scope of role

Direct reports		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 Emergency Response Officer (ERO) will be responsible for the day-to-day coordination of service delivery in the local area. Contributing to the planning and delivery of our incident response offer to partners, they will support the development of positive relationships and be the main liaison point for local fire and rescue services.

Leading a team of ready-to-deploy volunteers, they will be responsible for volunteer recruitment and development in the area. The ERO will support the area Senior Emergency Response Officer (SERO) to meet targets, ensuring the quality and assurance of the local service.

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

Volunteer Management

- Lead on volunteer recruitment and coordination in the local area. Provide supervision, support, leadership, inclusion and motivation to teams.
- Support volunteers to ensure all competency and quality requirements are met, and to complete training pathways ensuring the highest standard of service delivery.
- Directly support with the delivery of training sessions on occasion.
- Support volunteer group leaders to plan and/or deliver volunteer team meetings.
- Enable every volunteer to reach their potential and have an enjoyable volunteering experience within the BRC.

Service Coordination

- Daily coordination of the local service, actively contribute to the achievement of local and national team targets in accordance with area and national plans.
- Ensure accurate and timely data collection from frontline responders.
- Support the area Senior Emergency Response Officer to ensure that appropriate service standards, recognised good practice, legal and other requirements are met.
- Provide practical and emotional support to service users during incident response, adhering to set procedure including maintaining professional boundaries.
- Participate in the out-of-hours duty manager rota, when on-call respond to incidents including the remote coordination of responses in other areas of the country.
- Act as a key point of contact with the post's assigned local Fire & Rescue Service. Contribute to multi-agency planning, trainings and exercising as identified.

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 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"> Access NI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential <ul style="list-style-type: none"> > Strong IT proficiency, including Microsoft 365 > Excellent communication skills appropriate for multiple levels > Knowledge of Health & Safety practices for the service and/or willingness to undertake training 	S	I	
Desirable <ul style="list-style-type: none"> > Experience working in a multi-sector environment > Familiar with the principles of integrated emergency management in the UK, or willing to undertake training in this area 		I	
Experience			
Essential <ul style="list-style-type: none"> > Experience of working in project management, in a deadline driven environment > Comfortable working independently and as part of a team > Experience of dealing with complex situations and tasks across multiple work areas > Experience of delivering high quality services to the public > Experience of maintaining effective working relationships internally and externally 	S	I	
Desirable <ul style="list-style-type: none"> > Ability to collate and interpret a range of management information including statistical information and user feedback > Experience of managing and engaging with volunteers 		I	

Additional Requirements	S	I	A
<p>Essential</p> <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 S	I I	
Values in Action	S	I	A
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> > Every day, we're adapting, innovating and learning. > When the unexpected happens, we are calm, quick and efficient. > We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> > People come first, no matter who or where they are. > We have genuine, open-minded conversations. > Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> > 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. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> > We show our strength by doing the right thing. > We aren't scared to test our creative ideas. <p>As humanitarians, we go the extra mile to help people in crisis</p>	S S	I I	

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.