

Head of Resilience Delivery

Job Level	Level 6	Kornferry Function	
Directorate	UK Operations	Function/Service	UK Resilience
Direct Reports	Up to 8	Indirect Reports	Circa 25

The Leadership and Management of our people is critical to us as an organisation. The responsibilities and expectations of Leaders and Managers at this level can be found in [Our Leadership Framework - RedRoom](#).

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

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. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	This Head of Resilience Delivery is responsible for leading the staff and volunteer teams delivering preparedness, response and recovery activities to reduce the humanitarian impact of disasters and emergencies. As the resilience operations subject matter expert for the UK, this role will act as the operational leadership across the UK, coordinating resilience activity and adjusting direction, prioritisation and resources. This role will develop strong relationships, building and sustaining partnerships across resilience actors in the UK; this includes key government departments, local authorities, education and resilience bodies, ultimately leading on improving coordination across the resilience cycle to improve outcomes for people in crisis.		
Budgetary responsibility/ accountability	c£600k	Accountability for other resources	Fleet
Key Responsibilities	Strategic Leadership • Lead the implementation of strategic direction into operational plans, ensuring effective outcomes of services/products across the resilience cycle. • Lead a strong, delivery-focused approach to building resilience, developing people and creating space for high performance and accountability. • Work with wider UK Resilience department to develop capabilities that will increase the organisation's ability to offer human centred resilience products. • Proactively seek out and build relationships with key internal and external partners, to enable delivery of UK resilience activities and initiatives. • Collaborate statutory services in resilience and response planning for local and national emergencies and major incidents based on insight and data. •		

Crisis Response Lead

- Act as the UK working group lead for Emergency Preparedness and Response, building UK Resilience and organisation wide readiness to crises.
- Be the UK Resilience subject matter expert for crisis response, driving best practice and leading and coordinating responses to major crises.
- Ensure effective national coordination of all response activity during major crises.

Resilience Engagement and Partnerships

- Build and manage strong operational partnerships with local, national, devolved nation and international actors to coordinate scale and impact
- Represent UK Resilience team and the BRC in external coordination fora and with operational partners, donors and resilience/voluntary sector networks.
- Oversee operational coordination with internal and external partners, government departments and agencies and other voluntary sector actors.
- Work with the Head of Resilience Delivery – Devolved Nations to ensure that the UK Resilience activity and initiatives is consistent throughout the UK in line with the needs of our partners and service users, encouraging the sharing of best practice.
- Develop strong internal and external networks and ensure technical expertise and understanding of wider policy environment.

Operational delivery

- Lead practical and operational delivery of humanitarian resilience building activities in the UK, across preparedness, response and recovery offers, ensure we make best use of different delivery methods
- Lead staff and volunteer teams to deliver high quality, safe and accountable humanitarian support in complex and dynamic environments by managing relationships with partners ensuring the timely and effective responses when triggered.
- Be the operational lead for the 'Emergency Preparedness and Response' programme, support the development of the BRC's preparedness and recovery activities, and lead and coordinate responses to major crises.
- Drive excellence in delivery by collaborating with the Product Development team to embed humanitarian action and promoting innovation in frontline operations.
- Act as subject matter expert in the delivery of humanitarian resilience building activities across the UK.
- Setting, managing and regular reporting of finance and performance KPIs and metrics.

Surge & Emergency Response

- Act as the tactical lead for the UK in the event of major crises or incidents
- Deliver routine reporting on UK Resilience and organisational readiness for major crises.
- Ensure work across the department is coordinated, principled and sector leading including our role as an auxiliary to public authorities.

The 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.

Knowledge & Skills <i>*Mark Essential with a *</i>	• *Deep knowledge of humanitarian standards (Sphere, Core Humanitarian Standards) and resilience practices (e.g. cash-based assistance, community-based approaches) • *Strong leadership, decision making and problem-solving skills in complex time critical situations • *Excellent partnership building and communication skills – able to operate confidently at all levels from community to government • *Ability to translate strategy into operational plans and ensure delivery with accountability and measurable impact • *Knowledge of the government, statutory and voluntary sectors in which the BRC works • *Excellent knowledge of UK emergency planning, situation and response and the Civil Contingencies Act including Local resilience forum and related guidance and legislation • Understanding of psychosocial support, education and first aid would be an advantage • The ability to understand and interpret complex data and insight to form operational focus and direction.
Experience <i>*Mark Essential with a *</i>	• *Extensive experience leading humanitarian or resilience building operations in national and/or international contexts • *Proven ability to lead large, diverse teams – including volunteers – in high pressure and complex environments including through change • *Experience managing surge operations and/or managing readiness of systems for rapid response including command experience at both operational and tactical levels • *Strong experience working with public and statutory partners, communities and other humanitarian actors • *Demonstrable ability to embed innovation and new practices into operational delivery • *Management of budgets, financial planning, setting financial and delivery targets • Familiarity with RCRC movement and auxiliary context in the UK • Experience of working and leading volunteers within a UK wide context.
Additional requirements	• Requirement to work unsociable hours and weekends in the event of a crisis • Ability to work and travel in the UK on a regular basis and at times overseas - approximately once per month • Rostered on call – usually one week in six on call.

Pre Engagement Checks	
Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ None
Driver Check	Yes/ No
<u>International Roles Only</u>	
International Police Check	Yes/ No
International Driving Licence for manual cars	Yes/ No

Role Reference		Review Date	
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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.