

Emergency Response Officer			
Salary Level	2b	Ref.	#8997
Department	Independent Living & Crisis Response	Division	UK Operations
Reporting To	Senior Emergency Response Officer	Location	West Midlands
Duration	Permanent	Last Updated	January 2018

Scale and scope of role

Direct Reports	None	Indirect Reports	None
Budgetary responsibility / accountability	C. £5,000	Accountability for other resources	ER consumables, equipment and resources
Reach and impact	To work in partnership with LRFs and others to coordinate and develop the British Red Cross Emergency Response offer. To help those in need and maximise the impact we continue to make to individuals and communities.		

Context

The British Red Cross helps people in crisis, wherever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. 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. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

The Emergency Response Officer will coordinate the day to day function of all aspects the service. The post holder will deliver a wide range of activities within the area. Working as part of the area's emergency response team to further develop the Red Cross emergency planning role, to engage with external organisations and support our volunteers to build local resilience to emergencies.

The post requires regular evening work, being part of a regular 24 hour duty officer on- call rota and potential emergency response duties at any time throughout the year.

Principal responsibilities

1. Support the delivery of the national and area plan

- > To provide daily coordination of the service and overall support for the emergency response function including identifying improvements to our offer.
- > To be responsible for the achievement of local and team targets as part of the area and national plans.
- > To maintain an operationally ready rota of volunteers to support responses
- > To carry out regular audits of equipment, vehicles, work wear, service consumables (etc.) and ensure adequate supplies are delivered and stocks maintained and monitored.

2. Develop key stakeholder relationships

- > Develop and maintain positive relationships with external organisations
- > Be the main liaison point for the post holder's assigned Local Resilience Forum(s) –operating as the main VCS technical and strategic advisor to emergency responders and LRFs as appropriate
- > To be a key liaison point with the post holder's assigned local authority emergency planning teams
- > To be the main liaison point with the post's assigned local fire and rescue service

3. Support service development and contracts

- > Maximise the use of our capacity and capability to widen the roles and contribution the Red Cross can make in responding to crisis
- > Identify local changes and trends relevant to the delivery of existing and new services and act on these
- > Secure the funding for services where appropriate
- > Service contracts are negotiated and managed, including the authority to sign-off on small contracts
- > To contribute as required to service development activities at Area and national level
- > Provide event, incident and exercise administration, participate in exercises, and prepare and contribute to post event/incident reports

4. Ensure quality and good performance management

- > Monitor performance against KPI's and plan using financial / management information systems
- > Effectively manage all ER Area resources
- > To be responsible for the ER vehicles allocated to the role.
- > Ensuring the use of pertinent information to monitor and review service activity to determine resource allocation
- > Maintenance and implementation of statistical records, and provision of operational reports as required (e.g. via BRM) and effective liaison with internal reporting teams (e.g. Bas, HR, Q&O, Data Capture)
- > To support the EROM to ensure that appropriate service standards, recognised good practice, legal and other requirements are met

5. Management

- > To coordinate and support emergency response volunteers to ensure all competency and quality requirements are met and the highest standard of service is provided
- > To oversee recruitment, induction and training of new volunteers. Liaising effectively with internal business partners to meet these demands.
- > To support any training programmes by ensuring volunteer training pathways are identified and timely courses are available and delivered
- > To provide supervision, support, leadership, inclusion and motivation to the volunteer teams. (These meeting will usually take place in the evening and will form part of the core hours of the role)
- > To support and deputise for colleagues within the ER team as required

6. Team member

- > Regularly act as Duty Manager, by way of a rota and respond to emergency call-outs and major incidents as appropriate
- > To collaborate with colleagues in other Areas, and to establish effective working relationships with them
- > To provide support as required to the overall British Red Cross crisis response function – for example support to IL colleagues during winter pressure surges
- > To take an active part in health, safety and welfare issues within the Area and take responsibility on health, safety and welfare aspects of service delivery
- > To undertake any other relevant duties as requested by the line manager

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.

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 in the UK. 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 partnership, 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 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.

Person Specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

<p>Experience</p>	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience) > Experience of delivering high quality services to the public > Experience of leading and motivating volunteers > Experience of maintaining effective working relationships internally and externally** > Experience of creating and monitoring budgets and data > Experience of developing or working in multi-sector partnerships at a tactical and/or strategic level > Experience of dealing with complex situations and tasks
<p>Knowledge/ Technical Skills</p>	<ul style="list-style-type: none"> > Knowledge of the service to be co-ordinated and / or willingness to undertake training > Strong IT proficiency. Experience of using email, word processing and spreadsheet packages** > Ability to contribute to the development of operating plans > Knowledge of health and Safety practices for the service and/or willingness to undertake training > Knowledge of legislation relevant to specific service managed > Understanding of how to improve service quality for the benefit of user(s) and to develop services in line with needs ** > Ability to collate and interpret a range of management information including statistical information and user feedback
<p>Competencies</p>	<ul style="list-style-type: none"> > Highly motivated, enthusiastic and well organised** > Able to adapt work schedules, plans and resources to meet changing need > Excellent communication skills at a variety of levels** > Self-motivated and able to operate with minimal supervision
<p>Behaviours</p>	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources

	<p>SEEKING INSIGHT > Finds those closest to the issue and investigates further</p> <p>EMBRACING AND LEADING CHANGE > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully</p> <p>WORKING COLLABORATIVELY > Helps others to understand the common ground</p> <p>COMMUNICATING AND INFLUENCING > Adapts their method of communication and message to suit a specific audience</p> <p>LEADING AND ENGAGING > Consults the team / individuals on issues that affect them</p> <p>DEVELOPING YOURSELF AND OTHERS > Supports other people's development by sharing knowledge, skills and learning</p> <p>SOLUTION FOCUSSED > Anticipates obstacles, thinks ahead about next steps and contingencies</p> <p>MANAGING PERSONAL IMPACT > Role models good behaviour to achieve the organisation's vision</p>
<p>Additional Requirements</p>	<p>> Ability and willingness to work unsociable hours **</p> <p>> Able to respond to emergency situations, with 24 hour on call duties as required **</p> <p>> Able to work and travel as appropriate to the needs of the job, and more widely in the Area as required **</p> <p>> Hold a full driving licence and have regular access to a vehicle **</p>

** Essential minimum short-listing criteria

N.B. All disabled candidates who meet the essential criteria must be short-listed for interview in line with our commitment under the two- tick symbol scheme.