

Emergency Response Operations Manager (EROM)

Job Level	Level 4	Job Reference No:	
		Role review date:	
Directorate	UK Operations	Function	Crisis Response
Service	Crisis Response and Community Resilience	Reports to:	Operations Lead

Scale and scope of role

Direct reports	Up to 5	Indirect reports	Up to 10
Budget responsibility/ accountability	c. £500,000	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 Operations Manager will lead the delivery and recovery of operational emergency response activity across the area. They will act as an industry leader, internally and to other voluntary sector organisations, and ensure the BRC is included in local emergency response plans agreed with statutory partners. The post holder will lead a team of area staff, ensuring excellence and quality of service in line with area and national plans. Supporting leadership, they will spearhead the management and strategic direction of the service area with a focus on creating resilient local communities. 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.

Key responsibilities

Operational Excellence

- Lead the delivery of effective and assured crisis and emergency response operations in the designated area.
- Assist statutory services in planning for local and country wide emergencies and major incidents, ensure BRC presence and participation in local authority emergency plans.
- Advise on, and direct, the effective use of British Red Cross assets. Ensure that mutual aid arrangements are robust and that sustainable levels of skilled and trained volunteers are in place.
- Utilise data and insight to inform and improve service delivery across the country, building an insight led approach for all local teams. Liaising effectively with internal teams to do so.
- Lead the development and embedding of our quality assurance framework ensuring our ongoing ability to respond is sector leading and assured across operational activity.
- Monitor and review service activity and performance to determine resource allocation and lead on area financial management.
- Support and deliver the national 24-hour duty officer on-call rota, when on-call provide leadership and expert decision-making during remote coordination of incident response anywhere in the country.

Product and service offer development

- Collaborate internally with national colleagues to develop and implement innovative and effective operational offers.
- Collaborate with leadership and Fundraising teams to develop funding bids to support development and delivery of core operational offers.
- 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.
- Support the national Operations Lead to negotiate and manage service contracts, including delegated authority to sign-off on contracts.

Stakeholder Management

- Develop strong external networks and ensure technical expertise and understanding of local emergencies and resilience policy remain up to date.
- Work in partnership across our services to understand and respond to the strategic interests and concerns of emergency planners
- Work effectively with directorates and services to ensure relevant and timely specialist support is delivered across operational preparedness, delivery, and recovery.
- Operate as the main sub-regional voluntary sector strategic advisor to emergency responders as appropriate and in support of the Voluntary and Community Sector Emergencies Partnership (VCSEP) or Devolved Nation equivalent.

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.

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">• None
Northern Ireland
<ul style="list-style-type: none">• None

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"> > Good working knowledge of the Civil Contingencies Act 2004, supporting Regulations and Guidance issued under the Act > Ability to set and monitor performance measures to report against outcomes > Writing and executing operational plans > Understand and interpret complex data and insight, to prepare and present reports, written communications and presentations > Ability to communicate confidently with a range of diverse stakeholders through a variety of mechanisms > Strong IT literacy, including Microsoft 365 > Ability to prepare, manage and monitor budgets. 	S	I	
Desirable <ul style="list-style-type: none"> > Knowledge and understanding of the roles, functions and purpose of statutory and non-statutory agencies in the emergency response sector 		I	
Experience	S	I	A
Essential <ul style="list-style-type: none"> > Experience of working in disasters and emergencies > Management experience that includes experience of operational management of staff and volunteers including effective deployment of resources > Familiar with the principles of Integrated Emergency Management > Experience of identifying service needs, and exploiting and developing service opportunities 	S	I	
Desirable <ul style="list-style-type: none"> > A strong track record in developing and ensuring the implementation of strategic and operational emergency plans > Experience of quality assuring operational programmes 		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 		I	
<ul style="list-style-type: none"> > Have appropriate access to a vehicle (For London-based roles: desirable but not required) 	S		
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. > When the unexpected happens, we are calm, quick and efficient. 		I	

> 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.	
Courageous - We are bold.	I
> 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.