

National Resilience Officer

Job Level	2b	Kornferry Function	<i>PM12</i>
Directorate	UK Operations	Function/Service	UK Resilience
Direct Reports	0	Indirect Reports	0
Line Manager Title	National Senior Resilience Officer	Budgetary Responsibility	0

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.

Role description:	
Purpose	<p>The National Resilience Officer is a core part of the BRC's National Resilience Operations team. They support the delivery and administration of national resilience services and provide logistical and administrative operational support to UK wide resilience operations. They assist in updating and collating operational procedures and tools and act as an information point during all parts of the resilience lifecycle - ultimately enabling people in the UK to be supported before, during and after crisis.</p> <p>They provide hands-on administrative and logistical support to front-line delivery teams to prepare for and respond to major national crises, including supporting and administering processes that enable BRC's 24/7/365 ability to respond to emergencies.</p>
Key Responsibilities	<p>Operational Assistance</p> <ul style="list-style-type: none"> • Providing delivery and operational support to any nationally implemented resilience services and products. • Supporting national operational resilience planning, working closely with regional resilience teams across the UK to draw together planning information. • Planning and delivery of national resilience events. • Responsible for the end-to-end delivery and oversight of national resilience products e.g. Psychosocial Support Team, Red Cross Relief Fund. • Assisting relevant UK Resilience working or task groups, including secretariat and organisational assistance. • Supporting specific work-packages, research and document development that facilitates operational delivery of resilience across all stages of the resilience life cycle. • Providing administrative support to the UK Resilience Operations Lead and Resilience Heads of Delivery as required to support operations. <p>Data & Performance</p> <ul style="list-style-type: none"> • Administering national operational data collection and analysis processes, reviewing operational resilience information for accuracy and completeness

	<ul style="list-style-type: none"> Assisting with collating and updating and sharing standard-operating procedures, operational tools, policies and processes as required, in close collaboration with regional resilience teams and business services teams. <p>Stakeholder Communication</p> <ul style="list-style-type: none"> Acting as a two-way information focal point for the UK Resilience Operations team within the BRC - and externally where required - including monitoring and administering collective communication channels. Assisting with external liaison for BRC with other relevant resilience stakeholders including the voluntary and community sector, UK government, Category 1 & 2 responders and the private sector. Administering UK Resilience operations internal and external information repositories and operational coordination platforms (including for example SharePoint sites and Resilience Direct) <p>UK-wide Crisis Response Support</p> <ul style="list-style-type: none"> Supporting the maintenance and updating of relevant operational tools and processes for deployment during major incidents. Supporting the coordination of rota processes, mutual aid databases, and redeployment processes for staff and volunteers, and activation of national volunteer pools across the UK during major incidents and facilitating other operational deployments where directed. Acting as a key communication and logistics focal point across the UK Resilience team during major incidents and providing any required logging, administration and secretariat functions to BRC major incident management structures. Provides national incident leadership and coordination through the Primary CRT On-Call function, maintaining situational awareness across multiple incidents, assessing incident severity, escalating emerging risks, activating appropriate response mechanisms, producing strategic situation reports, and coordinating with internal and external stakeholders to support effective organisational decision-making and operational response. <p><i>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.</i></p>
<p>Know-how</p>	<p>Knowledge and Skills</p> <ul style="list-style-type: none"> *Proven ability to manage projects and tasks with competing workloads in fluid environments. *Proven ability to undertake research, analysis and develop documentations and communications that are easy to understand. *Ability to work independently and autonomously, proactively delivering work in deadline-driven environments. *Comfort working at times in high pressure or crisis situations and able to adapt to quickly changing circumstances. *Excellent communication skills with an ability to build trusted relationships internally and externally with diverse people and teams *Strong IT skills, with proficiency in Microsoft Office 365 and/or other relevant IT platforms. Familiarity with the Red Cross-Red Crescent Movement <p>Experience</p> <ul style="list-style-type: none"> Experience, study or familiarity of the UK resilience sector, including the Civil Contingencies Act, local resilience structures– or equivalent

	knowledge and skills of resilience or humanitarian sectors internationally. <ul style="list-style-type: none"> • Experience supporting individuals before, during or after a crisis or emergency, and an ability to operate effectively in evolving crises.
Additional Requirements	<ul style="list-style-type: none"> • Requirement to work unsociable hours and weekends in the event of a major crisis. • Ability to travel on an occasional basis in the UK if required. • Rostered on call and expected to participate in the duty rotas as required

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
International Roles Only	
International Police Check	Yes/No
International Driving Licence for manual cars	Yes/No

Role Reference		Review Date	August 2026
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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.