BritishRedCross

**National Senior Resilience Officer**

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| **Job Level** | **3** | **Kornferry Function** | *PM13* |
| **Directorate** | **UK Operations** | **Function/Service** | **UK Resilience** |
| **Direct Reports** | **2** | **Indirect Reports** | **0** |
| **Line Manager Title** | **National Resilience Operations Manager** | **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:** | |
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| **Purpose** | The National Senior Resilience Officer is a core part of the BRC's national UK Resilience Operations team. They support the delivery of national resilience services and work with regional/local resilience teams to facilitate coherent UK wide operational delivery of high-quality services for individuals and communities. They support regional operational teams by implementing national operational processes and developing operational tools. They act as a key central coordination and communication point for national operational coordination during all parts of the resilience lifecycle, ultimately enabling people in the UK to be supported before, during and after crisis.<br><br>They provide hands on coordination and operational support to front-line delivery teams to prepare for and respond to major national crises, including coordinating processes that enable 24/7/365 ability to respond to emergencies. |
| **Key Responsibilities** | **National Resilience Operations Support**<br>• Drafting and supporting the development of national operational planning documents and guidance notes, working closely with regional/devolved nation resilience teams across the UK to draw together coordinated operational planning.<br>• Supporting and facilitating relevant UK Resilience working or task groups, including providing national operational input and knowledge to key workstreams.<br>• Supporting the delivery and management of any nationally led resilience services for individuals and communities.<br>• Managing and supporting specific projects and work-packages to strengthen operational delivery of resilience across all stages of the resilience life cycle.<br><br>**Performance & Standards**<br>• Coordinating national operational data collection and analysis processes for resilience delivery, working closely across UK Resilience functions to implement and iterate operational information management systems.<br>• Supporting the drafting and updating of standard-operating procedures, operational tools, policies and processes as required, and in close collaboration with regional resilience teams. |

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| | **Stakeholder Engagement & Coordination**<br>• Acting as a key information focal point for the UK Resilience operations team within the BRC and with national external stakeholders, proactively building links and relationships.<br>• Supporting coordination of operational planning with other BRC directorates as required.<br>• Acting as an external operational liaison for BRC with other relevant resilience stakeholders including the voluntary and community sector, UK government, Category 1 & 2 responders and the private sector as directed by the UK Resilience Operations Lead<br><br>**UK-wide Crisis Response Coordination**<br>• Coordinating the development, exercising and testing of relevant operational tools and processes for deployment during major incidents, in close collaboration with the UK Resilience Business Services function.<br>• Supporting the coordination of rota processes, mutual aid, redeployment of staff and volunteers, and activation of national volunteer pools across the UK during major incidents, including supporting operational deployments where directed.<br>• Acting as a key communication point across the UK Resilience team during major incidents, providing any required secretariat functions to BRC major incident management structures and being prepared to act as a liaison function with government or the voluntary sector during major incidents.<br>• 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.<br><br>*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.* |
| **Know-how** | **Knowledge and Skills:**<br>• *Ability to manage complex and competing workloads in fluid and evolving contexts, supporting teams in adapting quickly.<br>• *Strong project management and organisational skills with good attention to detail.<br>• *Ability to capture insight, evidence and learning from multiple sources to improve services and planning.<br>• *Excellent communication and/or coordination skills with an ability to build trusted relationships with diverse people and organisations<br>• Familiarity with the Red Cross-Red Crescent Movement<br><br>**Experience**<br>• *Experience in resilience, humanitarian, community development, emergency response or related services in UK local, national and/or international contexts – or equivalent transferrable experience.<br>• 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 sector internationally.<br>• Experience supporting individuals before, during or after a crisis or emergency, and an ability to operate effectively in evolving crises.<br>• Experience working with diverse communities and/or marginalised groups |

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| | • Experience working with volunteers or as a volunteer |
| **Additional Requirements** | • Requirement to work unsociable hours and weekends in the event of a major crisis.<br>• Ability to work and travel across the UK as required, estimated once every 2 months.<br>• Rostered on call and expected to participate in the duty rotas as required. |

| **Pre Engagement Checks** Highlight bold as required | |
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| 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.*