

Staff Role Profile: Emergency Response Officer (ERO)

Job Level	2b	Job Reference Number	
Directorate	Crisis Response and Community Resilience	Work location	
Contract		Reports to	Senior Emergency Response Officer (SERO)

Scale and scope of role

Direct reports		Indirect reports	
Budgetary responsibility / accountability	N/A	Accountability for other resources	CER equipment and resources
Reach and impact	The Emergency Response Officer (ERO) will manage and develop a team of deployable volunteers to support vulnerable people in crisis. Support the development and delivery of the British Red Cross national and area response plans. Work in partnership with stakeholders including statutory partners to maximise local community resilience and respond to emergency incidents.		

Context

Within the UK, the British Red Cross delivers multiple services operating through over 4,000 staff and 10,000 volunteers. We help anyone, anywhere in the UK and around the world, 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 global Red Cross and Red Crescent humanitarian network responding to conflicts, natural disasters and individual emergencies wherever we are needed.

Our Crisis Response and Community Resilience team (CRCR) work in collaboration with statutory partners and other voluntary sector organisations to maximise our impact

and continue to make a difference to vulnerable people in crisis. When the need arises, we are ready to respond 24/7, 365 days a year.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything 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.

Purpose of the role

Working collaboratively with area colleagues, the Emergency Response Officer (ERO) will be responsible for the day-to-day coordination of service delivery in their local area. Volunteers are at the heart of our ability to respond to emergencies; the post holder will manage a team of Emergency Response Volunteers (ERVs) and lead on volunteer recruitment to meet the needs of their local area. They will maintain a full roster of deployable ERVs through continued engagement, including through the delivery of trainings and regular meetings. They will identify and support the development of exceptional ERVs to act as team leaders and build capacity and enhance the volunteer experience by providing support at every stage of the deployment lifecycle, including emotional support following deployment.

As ERO, the post holder will be expected to support the planning and delivery of our incident response offer to partners. Working closely with colleagues in the BRC telephony centre (Crisis Hub) to coordinate volunteers and resources to meet demand. Identify opportunities for proactive offers of support and act in the best interest of the area and national plan in coordination with management. To be willing to attend on-site during incidents and support vulnerable service users in crisis. To support individuals with dignity and respect, adhering to set procedure including professional boundaries and safeguarding principles.

The post holder will support the development of positive relationships with internal and external stakeholders, including being the point of contact for local fire services or local authorities, where applicable. As an active and engaged member of the team, the post holder will contribute to area and national plans by supporting leadership and participating in the National Emergency and Resilience Group (NERG). They will take on some responsibility for the maintenance and distribution of area resources and do so in accordance with set procedure.

This is a flexible working post and requires regular evening and weekend work, including being part of a 24-hour national Duty Manager on-call rota and potential emergency

response duties at any time throughout the year. Time off in lieu (TOIL) is managed accordingly in agreement with line management.

Key responsibilities

Volunteer Management

- > Lead on volunteer recruitment and coordination in the local area. Provide supervision, support, leadership, inclusion and motivation to ERV teams.
- > Support ERVs to ensure all competency and quality requirements are met and the highest standard of service is provided.
- > Oversee recruitment, induction and training of new ERVs. Liaising effectively with internal business partners to meet these demands. Focus on recruitment which reflects the diversity of the communities we support.
- > Support volunteers to complete training pathways, ensuring sessions are accessible and delivered in a timely manner in line with the learning and development programme.
- > Directly support with the delivery of training sessions on occasion.
- > Support volunteer group leaders to plan and/or deliver volunteer team meetings. Such meetings usually take place during the evening or weekend to accommodate volunteer needs.
- > Enable every volunteer to reach their potential and have an enjoyable volunteering experience within the BRC.
- > Support with optimising the volunteer journey including identifying potential team leaders for development to act as Operational Team Leaders (OTLs).

Day-to-day service delivery

- > Support the daily coordination of the local service working collaboratively within the area team to ensure the highest standard of service is being achieved.
- > Actively contribute to the achievement of local and national team targets in accordance with area and national plans.
- > Ensure volunteers are ready for deployment and can support during responses.
- > Support the regular auditing of equipment, vehicles, work wear, service consumables (etc.) and ensure adequate supplies are delivered and stocks maintained and monitored.
- > Maintain safety standards according to set procedures.

Incident Response and Recovery

- > Support the delivery of our Emergency Response offer both in person and remotely with the planning and coordination of incident responses.
- > Provide practical and emotional support to service users during incident response, adhering to set procedure including maintaining professional boundaries.
- > Support vulnerable people during crisis, identifying areas of need and dealing with safeguarding concerns as required.
- > Fulfil the role of Duty Manager when on-call, respond to incidents as appropriate including the remote coordination of responses in other areas of the country and attend related multi-agency meetings as required.
- > Work with the Crisis Hub and out-of-area colleagues during incident response and recovery activities.
- > Escalate major incidents as required to the on-call Tactical Lead and National Crisis Response Team and work with colleagues to support the delivery of complex responses.
- > Work with and supervise volunteers during standard and major incidents.

Stakeholder engagement

- > Develop and maintain positive relationships with internal stakeholders and external Voluntary and Community Sector (VCS) organisations as appropriate.
- > Act as a key point of contact with the post's assigned local fire and rescue service or local authority, where applicable. Contribute to multi-agency planning, trainings and exercising as identified.
- > Provide local insights to support SEROs and the area EROM with the development and management of external partnerships.

Working as part of a team

- > Support the monitoring of performance against Key Performance Indicators (KPIs) by ensuring accurate and timely records are collated from frontline responders.
- > Support the area EROM to ensure that appropriate service standards, recognised good practice, legal and other requirements are met.
- > Work with other EROs as part of a community of practice.
- > Take an active part in, and responsibility for, the health, safety and welfare issues within the area team.

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.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role **please delete as required, leave all 3 check headings on role profile**

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• None• Enhanced – Adult workforce• Enhanced – Child workforce• Enhanced – Child and Adult workforce
Scotland
<ul style="list-style-type: none">• None• Protecting Vulnerable Groups (PVG) – Adult• Protecting Vulnerable Groups (PVG) – Child• Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
<ul style="list-style-type: none">• None• AccessNI – Enhanced Children• AccessNI – Enhanced Vulnerable Adults• AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

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. You can read more about our commitment to diversity [on our website](#).

How to apply for this job

In the interest of inclusion, we would like to provide a brief overview of how to complete the Supporting Statement when you apply for this role, so that your skills and experience are front and centre.

- > Look closely at the Person specification in the next section of this document – consider the essential and desirable knowledge, skills and experience.
- > Those with ‘S’ next to them need to be evidenced in your Supporting Statement and will be used to determine if you have the relevant skills and experience to be shortlisted to interview. Those with ‘I’ next to them will need to be evidenced in interview.
- > When completing the Supporting Statement in your application, use the Person Specification as a checklist. Use the 900 words you are given to create an overview of how you meet each of those criteria, using an example for each one.
- > Meeting the criteria will mean you are more likely to be invited to interview. Use the Competencies section to inform how you structure your statement.
- > When you’re writing each example, follow the CAR method as below:
 - Context: Give a brief description of the situation and the task.
 - Action: Describe what you did and how.
 - Result: Describe the outcome.

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.

		Requirements	Evidence obtained through: Shortlisting (S); Interview (I); or Assessment (A)
Knowledge & Skills	Essential	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience) > Experience of managing and engaging with volunteers > Experience of maintaining effective working relationships internally and externally > Experience of dealing with complex situations and tasks across multiple work areas 	<p>S</p> <p>S, I</p> <p>S, I</p> <p>I</p>
	Desirable	<ul style="list-style-type: none"> > Experience working in a multi-sector environment > Familiar with the principles of integrated emergency management in the UK, or willing to undertake training in this area. > Experience of delivering high quality services to the public 	<p>S, I</p> <p>S</p> <p>S, I</p>
Experience	Essential	<ul style="list-style-type: none"> > Strong IT proficiency. Experience of using email, word processing and spreadsheet packages > Experience of working in a deadline driven environment > Comfortable working independently and as part of a team 	<p>S, I</p> <p>S, I</p> <p>S, I</p>
	Desirable	<ul style="list-style-type: none"> > Ability to collate and interpret a range of management information including statistical information and user feedback > Knowledge of relevant emergency planning legislation, for example the Civil Contingencies Act 	<p>I</p> <p>S, I</p> <p>S</p>

		<ul style="list-style-type: none"> > Knowledge of health and Safety practices for the service and/or willingness to undertake training > Understanding of how to improve service quality for the benefit of user(s) and to develop services in line with needs 	I
Additional requirements		<ul style="list-style-type: none"> > Ability and willingness to work unsociable hours > Hold a full driving licence > Have regular access to a vehicle (For London-based roles: desirable but not required) 	
Competencies		<ul style="list-style-type: none"> > Excellent communication skills appropriate for multiple levels. > Motivate and support others to achieve the Red Cross vision, mission and strategy. > Innovative and creative thinker able to manage yourself and others. > Proactive team player, adept at teamwork and project management. > Emotionally intelligent and compassionate advocate for vulnerable people. 	
Our Values in Action		<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - 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. <p>Courageous - We are bold.</p>	

	<ul style="list-style-type: none">- 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
<p><i>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.</i></p>	

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.