

Grade : 6	Profile reference:IM06
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Job Family Role Profile: Incident Management, Grade 6

- *This is a generic role profile. It aims to outline the requirements of roles broadly within the job family and grade detailed above rather than provide the requirements of a specific job*
- *This profile should be used as a template to help 'frame' the right size and shape of work undertaken locally*
- *For further guidance on how to use job family role profiles effectively, please see the Easinet*

Job Family Description

These roles are responsible for planning and co-ordination of incident response activities.

Typically, roles undertake activities such as building resilience, training staff, engaging with communities and working across agencies, warning and informing, operational activities, and post incident review.

The roles in this job family are engaged in managing and supporting the incident management lifecycle rather than the response to incidents.

Purpose Statement

The contribution and key purpose of roles in this job family at this grade. It indicates the typical degree of independence these roles hold. Note: names of roles are intended to illustrate the type of roles at this grade and are not related to job title.

Acts as a senior specialist or senior team leader, although accountabilities for these roles can be interchangeable depending on the team and work being delivered.

Typically, roles at this grade recommend and implement the appropriate approach for the organisation to take on specific and allocated incident management objectives. Roles may work with external stakeholders to develop readiness, build resilience, and manage recovery and review of wider incident response activity.

Roles may deliver results through a team, by leading a project or as a technical expert, and it is possible for a single role to operate in more than one of these functions. These roles have impact beyond their immediate scope of activity and are engaged on complex, reputational, political and / or technical matters.

Roles in this job family participate in incident response as part of their accountability.

These roles work autonomously within policies, and have responsibility for managing an element of organisational risk or opportunity.

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Representative Accountabilities

The key areas of work and responsibilities for these roles. Points identify typical areas of outputs and suggest anticipated results but are not exhaustive or specific.

Senior specialist:

- Provides specialised expertise and guidance across the organisation, and sometimes externally, to ensure effective incident management outcomes.
- Leads on a specific element of incident management nationally. Sets related priorities for key work within the team and across the organisation.

Senior team leader:

- Responsible for a team, providing leadership, direction and prioritising delivery of reputational, political and / or technically complex incident management initiatives across the organisation.
- Recruit, motivate and develop team members to ensure effective delivery of operational and / or regulatory activities. Ensure appropriate skill levels are developed and maintained and team performance is optimised in line with specified team goals. Often this involves managing diverse range of skills.
- Leads the delivery of specialised advice and guidance and / or effective implementation of incident management activities.

All roles:

- Plan, monitor, control and prioritise resources and budgets to maximise the efficient use of people in order to ensure that all activities are completed to time. Identify risks to the delivery of priorities, making appropriate actions to resolve issues and improving ways of working to ensure appropriate allocation of time and effort. Some roles manage external resources.
- Interact widely, developing and maintaining effective relationships with key stakeholders and partners to minimise the risk associated with our incident response activities, and to promote collaborative working across communities.
- Roles may be required to represent the Environment Agency at local government and public meetings, or speak to on behalf of the organisation externally, ensuring communications are concise and the Environment Agency's position is clear.
- May lead or support project teams to achieve well planned solutions. Typically, these are complex projects with a wide scope, possibly involving multiple partners.
- Develop, maintain and share technical expertise with staff to improve knowledge and competence throughout the organisation as required.

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Typical skills, knowledge and experience

The knowledge, skills and experience indicated usually reflect the minimum levels required for competent performance in the role. Due to the generic nature of job family profiles, detailed requirements need to be specified in supporting documentation, such as the advert.

- Roles require significant professional experience gained within a specific and relevant field / discipline. Depending on the type of role, this could be specialist operational skills, or other relevant expertise such as people management / project management.
- Requires thorough understanding of relevant business concepts and their application as the role is required to apply judgement and influence the actions and behaviours of others.
- Roles typically require a relevant degree or equivalent experience.

Expectations for these roles

Sets relevant expectations for roles by grade, including health and safety, equality and diversity, communications required, quality assurance and level of organisational wide understanding required for role. This section is common to all job families at this grade.

- Manages health, safety & wellbeing matters by actively promoting awareness and good practice, and ensuring the provision of safe working practices in line with Environment Agency guidance.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Influence and negotiate across disciplines. Required to flex communication style and deliver tough messages when necessary.
- Work individually or through others to deliver results on time, to required quality standards and cost, to fulfil the business plan and achieve or support environmental goals.
- Understand, interpret and communicate the role of the Environment Agency broadly, and maintain understanding of external partners and customers, their needs and manage expectations.

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Grade Distinction

Outlines the difference in expectations and/or accountabilities for roles at grade above and below this profile. This section is common to all job families at this grade.

Roles at grade 5:

- Manage a range of specific issues requiring consideration of practice.
- Require specialist knowledge that is usually gained through proven practical experience.
- Usually require understanding of theoretical principles within their specific activity.
- Are likely to lead the production of documentation and advice.
- Develop and further relationships with customers and stakeholders.

Roles at grade 7:

- Provide shape and direction, whilst roles at this grade tend to determine best approach and implementation.
- Tend to have broader interaction, representing the department across the organisation, and wider, on a range of related matters. Roles at this grade tend to interact on a specific area of activity.
- Have broader accountability in terms of people and / or activities than roles at this grade.
- Tend to approve technical documentation, whereas roles at this grade will most likely be responsible for commissioning and reviewing the documentation prior to approval.