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| Grade : 7 | Profile reference:IM07 |
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Job Family Role Profile: Incident Management, Grade 7

- *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 lead expert or manager accountable for specific elements of the Environment Agency's incident management cycle.

Typically roles lead and manage the implementation of business plans to ensure aspects of readiness, response or review of effective incident management services. Provides leadership during change, drives innovations and improvements to ensure efficient ways of working and continuous improvement.

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

These roles work to broadly defined objectives and have the freedom to determine how they are achieved.

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.

- Leads on establishing and maintaining influential relationships with key stakeholders, internally and externally, to develop incident management activities and drive service improvements and efficiencies.
- Steers the department, giving direction, mentoring staff and providing leadership for the implementation of change and innovation. Also has responsibility for recruitment, motivation and development of direct reports to ensure team performance is optimised.

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- Provides high level advice, guidance and data. Provides judgement that informs decisions made around incident management activities, mitigating risks to the organisation and progressing opportunities.
- Identifies required developments, enhancements and maintenance of systems, tools and data management that support operational activities. Balances needs, aligns expectations and sometimes works with third parties to ensure cross organisation approaches.
- Determines innovations to develop incident management services, deciding which are promoted, making the case for funding and managing risks. Typically these involve modernising our ways of working, introducing technical innovations.
- Develops and ensures key performance indicators and service levels are met for area of delivery. In some cases, specifies standards of delivery.
- May be required to deliver key communications and briefings for within the organisation, and sometimes externally. Ensures communications are concise and relevant to the audience and the Environment Agency's reputation is maintained.
- Represents the Environment Agency at high level meetings or engages with collaborative partners, to establish the delivery of effective incident management services. May be required to engage with colleagues across the Defra group to drive and embed service change and improvements.
- Leads by example, acting as a role model to effectively embed our values and drive innovation across the team and wider. Ensures ways of working are effective and in line with our corporate commitments.

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 substantial experience gained in a relevant environment, typically operational or technical, to enable leadership of a function, department or specialism
- People management or specialist jobs at this level require breadth and depth of relevant expertise for the role.
- Advanced negotiation and influencing skills are required to develop and motivate people, and change behaviours in a complex business environment.
- Requires expert understanding of a range of organisational practices and their effective application, and is required to apply practical judgement of the wider business impact of decisions.
- Roles typically require at least a relevant degree or equivalent, usually gained through extensive experience and training.
- Roles usually require management of budgets and/ or revenue.

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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.

- Is fully engaged with the organisation's approach to health, safety and wellbeing. Takes responsibility, and is accountable, for providing the leadership to embed the approach.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Ensures communication is audience focused, clear and concise to aid understanding and support for policy / process change and ensure implementation is positive and consistent.
- Efficiently balances and prioritises quality, time and cost while ensuring the appropriate standards and assurances are met.
- Understands and interprets and implements the strategic direction of the Environment Agency and Defra group, and has a detailed understanding of external partners and customers and their needs.

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 6:

- Tend to interact on a specific area of activity, whilst roles at this grade, tend to have broader interaction, representing the department across the organisation, and wider, on a range of related matters.
- Tend to have narrower accountability in terms of people and activities.
- Provide intelligence and contribute team business plan.
- Typically specify and review key documentation and guidance. Roles at this grade approve key communications.
- Support management of reputational risk for the organisation. Roles at this grade actively manage the risks.

Roles at Deputy Director grade:

- Have a wide span of control with accountability for sub-functions or a number of related areas of activity.
- Are more involved in developing and implementing solutions to challenges which are new to the organisation.
- Have more autonomy in taking decisions on behalf of the organisation.
- Have an impact upwards through contributing to departmental / directorate level strategy.
- Have a higher level of accountability for people / programmes / budgets.