

Grade : 3	Profile reference:IM03
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Job Family Role Profile: Incident Management, Grade 3

- *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 support in the delivery of readiness, resilience and recovery of our incident response activities.

Roles perform and / or contribute to a range of activities ensuring our flood resilience and incident management operations are effective by providing accurate information, responding to queries and providing an interface with our customers.

Some roles may support project activities.

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

Typically these roles work to standardised procedures and are required to plan and organise their own work to achieve short term results.

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.

- All roles develop and maintain a good customer focus to ensure effective relationship building and partnership working to promote and achieve incident management goals.
- May act as customer contact for the team, collating and co-ordinating responses to customers and partners on complex incident management queries.

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- Provides accurate and timely data / information for incident management activities and decisions, for example logging and capturing data, collating and gathering information and preparing basic reports to a set format. In some cases this may involve the use of specialised systems and information.
- Roles may provide a comprehensive support service to the team, checking and ensuring efficient systems are in place to maximise the effective use of team's time and support incident management activities.
- Roles may contribute to project teams applying project support skills, local knowledge or technical skills to the solution of problems.
- All roles maintain and operate information storage and retrieval systems to ensure information is up to date and readily accessible to facilitate workflow.

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.

- Role requires specific and relevant skills and / or experience to independently carry out required tasks and activities in an incident management environment.
- Roles expected to exercise judgement in prioritisation and highlighting potential issues.
- Good level of literacy and numeracy required.
- Required to build relationships based on understanding customers' needs and providing the service required.
- Required to use standard IT packages efficiently to deliver work and able to learn specialised systems as required.
- Roles may require vocational qualifications 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.

- Supports health, safety & wellbeing best practice by promoting awareness and following safe working practices that comply with Environment Agency policies and standards.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.

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- Required to communicate effectively with others in everyday working relationships. Sometimes communicates outside of own area of activity and required to explain technical issues to a non-technical audience.
- Works with senior team members to deliver team priorities and environmental objectives. Delivers to clearly specified objectives, standards and service levels.
- Understands colleagues and partners requirements. Interprets and communicates the work of the Environment Agency.

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 2:

- Compile and collate information.
- Carry out standardised work governed by routine procedures.
- Usually select appropriate solution from a range of choices.

Roles at grade 4:

- Identify issues and use judgement to develop suitable solutions or new ways of working.
- Carry out advanced analyses on large and complex data sets.
- Usually plan up to one month ahead.