Grade : 4	Profile reference:IM04
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Job Family Role Profile: Incident Management, Grade 4

- *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 officer or analyst, delivering a variety of activities to support the readiness, resilience, recovery and review of our incident response activities.

Roles contribute to a range of incident management activities, which typically involve interacting with customers and partners, managing systems and / or providing advice.

Some roles may co-ordinate small teams and / or contribute to projects.

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

These roles have autonomy to work within established processes and procedures but refer to others and are subject to supervision.

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.

- Supports and advises colleagues and partners on a range of incident management topics. For example clarifying policy and practice, delivering training or answering queries related to incident management and response operations.

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- Manages and maintains incident management systems and equipment to ensure a state of readiness. This might involve updating procedures used in incident response or keeping roster information current. This may involve the use of specialised systems and information.
- Produces information and documentation, such as reports, updates to processes and policies, or training materials. Work needs to be accurate and presented effectively so that it supports and / or enhances incident management activities.
- Monitors progress of work and identify gaps in the delivery of priorities, taking remedial action to enhance the service and making appropriate recommendations on reallocation of time and effort.
- Maintains a good customer focus, enhancing the reputation of incident management and the wider Environment Agency by maintaining effective relationships.
- Participates in projects and working groups to achieve improvement in current ways of working and support the best incident management outcomes.
- Supervisory roles will oversee and co-ordinate the work of others to achieve required outcomes. This may mean supporting and developing other team members.
- May be required to work with communities and partners to promote incident management goals.

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 specialised knowledge based on experience and / or suitable qualifications. Depending on the role this usually entails operational or technical skills relevant to role requirements.
- Requires depth of operational knowledge that enables working authoritatively within an incident management environment, across organisational boundaries.
- Required to use judgement / experience to tackle routine issues, may seek advice on more complex problems.
- Roles may require a graduate qualification in a relevant field, relevant vocational qualifications or equivalent experience.
- Required to build relationships based on understanding customers' needs and providing the service required.

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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.

- Encourages and develops a positive health, safety & wellbeing culture within the team. Delivers work programmes safely.
- Promotes inclusion by respecting differences in our workforce and works to build a supportive & engaging workplace.
- Able to communicate with a wide audience and explain technical / regulatory issues to non-technical colleagues and partners.
- Uses judgement in delivery of incident management activities that meet the needs of customers and fulfil required standards and service levels.
- Understands colleague priorities, operational context, and their contribution to environmental outcomes. Able to describe wider organisation and its services to others.

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 3:

- Works within well-defined procedures where decision making is based on a range of options.
- Undertake interpretation and straightforward analyses of information and data.
- Usually co-ordinate and collate data and information.
- Interact with customers and stakeholders rather than ‘own’ or manage relationships.
- Usually require specific on the job training and / or experience to carry out routine activities, whereas roles at this grade usually require background knowledge associated with previous practical experience or specialised training.

Roles at grade 5:

- Manage a range of issues requiring consideration of broader practices rather than process or policy.
- Require a level of specialist knowledge that is usually gained through extensive practical experience or academic qualification.
- Usually require a strong grasp of theoretical principle determining activity within their field of activity.
- Are likely to lead the production of documentation and advice.
- Develop and further relationships with customers and stakeholders.