

Grade : 5	Profile reference:IM05
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Job Family Role Profile: Incident Management, Grade 5

- *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 specialist, team leader or business partner. Role accountabilities can be interchangeable depending on the team and work being delivered.

Specialists lead co-ordination and delivery of specific incident management activities. Some roles may be responsible for overseeing the work of others but overall these roles deliver rather than manage.

Team Leaders manage teams delivering incident management activities. These roles may provide direct input to services but overall are responsible for managing rather than delivering.

Business partners work in an advisory capacity providing a link between customer and partners of incident management services and the team.

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

Works within a broad frameworks and outputs are subject to review.

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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.

Specialist:

- Provide specialist advice and guidance to teams and external partners in the execution of incident management activities.
- Roles may review and produce technical / operational documentation such as processes, operational instructions and other information to support incident management operations or ways of working.
- May act in a customer facing capacity providing the link between incident management teams and users across the organisation. Ensuring incident readiness throughout the organisation and across our partner organisations. This includes business partnering activities.

Team leaders:

- Responsible for a team, providing leadership, direction and prioritising team activities in delivery of specific incident management activities.
- Recruit, motivate and develop team members to ensure effective delivery of incident management activities. Ensure appropriate skill levels are developed and maintained so team performance is optimised in line with specified team goals.

Business partners:

- Provides a link between specialist teams and users across the organisation. Co-ordinating customer requirements in to and out of the appropriate teams to ensure incident management services fulfil user needs.
- Advises and influences customers to ensure best practices is embedded within the organisation.

All roles:

- Plan and manage progress of work to ensure progress is in line with defined plans. Identify risks to the delivery of priorities, making appropriate action to resolve issues. Some roles manage internal and / or external resources.
- May lead projects, usually to bring about effective change or improve business support services, although may contribute to larger, high profile projects.
- Develop and maintain relationships, with internal and external stakeholders. Influencing and challenging with the objective of building resilience and promoting collaborative working. In some cases, roles may be required to represent the Environment Agency at local government and public meetings, or similar.

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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 proven experience, usually gained within a specific operational / regulatory or other relevant field. Depending on the role, this could be people management / technical expertise / project management.
- Requires detailed understanding of relevant business practices and procedures to enable management of, or planning for, effective incident management activities.
- 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.
- Required to understand, influence and negotiate with internal and external stakeholders. Needs to understand the audience and communicate at the right level.
- Ensures work is consistently delivered to required standards and service levels while reflecting best practice ways of working.
- Understands, interprets and communicates the work and structure of the Environment Agency within the wider context based on knowledge and experience.

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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 4:

- Are more closely supervised and directed.
- Require less specialised knowledge and practical experience.
- Contribute to technical and specialist documentation/verbal advice whereas roles at this grade are more likely to lead the production of documentation/verbal advice.

Roles at grade 6:

- Contribute to team business plans whereas roles at this grade are focused on the delivery of business plan.
- Tend to specify and review documentation and advice. Roles at this grade are more likely to lead production of the material.
- Support management of reputational risk for the organisation. Roles at this grade are expected to identify the risks.