

POSITION TITLE: Response Manager

LOCATION: Red Cross House Wellington

RESPONSIBLE TO: General Manager Disaster Risk Management

DIRECT REPORTS: 3 x Disaster Management Officers (DMOs)
Administration Officer

FUNCTIONAL RELATIONSHIPS: Readiness and Resilience Manager
Recovery Manager

New Zealand Red Cross teams: International Programmes; Communications, Marketing and Fundraising; Humanitarian Development; Migration Programmes; Shared Services and Commercial

Disaster Welfare and Support Team (DWST) and Community Relief Team Leaders

Ministry of Civil Defence and Emergency Management (MCDEM) and Welfare sub-function leads

POSITION SUMMARY:

The Response Manager is part of New Zealand Red Cross' Disaster Risk Management (DRM) Leadership team, and is responsible for providing inspiring leadership and direction to New Zealand Red Cross people, and ensuring that the organisation has the capacity & capability to support communities and our partners after disasters and other shocks and stresses across Aotearoa and internationally. Our disaster response work is guided by our Disaster Risk Management Strategy 2018 - 2023, the International Programmes Strategy, and the needs of our communities and our partners.

The Response Manager will work with the Disaster Response team and broader New Zealand Red Cross whanau to ensure that the organisation is prepared to respond effectively to disasters and other shocks and stresses. This includes overseeing member recruitment and retention, response planning, logistics, training, modelling strong and effective stakeholder relationships, and working across the organisation in a collaborative and supportive way.

KEY RESPONSIBILITY AREAS:

1. Strong leadership

- Lead and support the Disaster Management Officers (DMOs) to effectively lead their respective volunteering teams, promote a positive, inspiring and collaborative culture within Disaster Response teams and the wider Red Cross, and ensure that:
 - ✓ Disaster Welfare and Support and Community Relief Teams (DWSTs and CRTs) have adequate numbers of experienced and diverse members who are trained, equipped, clear about their roles and ready to deploy in response to a disaster.
 - ✓ Team Leaders are effectively supported to fulfil their roles and responsibilities, collaborate with other teams including Humanitarian Development and the wider Red Cross, and provided with effective, timely and appropriate administrative support.
 - ✓ The broader New Zealand Red Cross whanau are trained, equipped and supported to respond to disasters in their local communities.
 - ✓ A 'One Team' approach is modelled, where all New Zealand Red Cross people work together for cohesively and collaboratively, thereby increasing community impact
- Oversee and manage disaster response team staff performance:
 - ✓ Establish and agree on performance targets and outputs with direct reports, and maintain effective systems to monitor, evaluate and report on the performance of team members.
 - ✓ Provide clear and supportive leadership to staff to enable them to contribute to the direction of New Zealand Red Cross to their full potential, and oversee the planning, execution and supervision of projects undertaken by the team.
 - ✓ Provide support and direction for disaster response staff to enable them to achieve agreed goals, providing training and development initiatives which are relevant in improving performance and efficiency.
- Develop, implement and successfully achieve annual workplans and budget targets.

2. Prepare for Effective Response – domestically and internationally

- Lead New Zealand Red Cross' emergency response during national or international disasters.
- Ensure that New Zealand Red Cross has the capability and capacity to deploy field management systems to coordinate response to disasters, with clear systems and operating procedures, and well trained and supported New Zealand Red Cross people. Explore opportunities to innovate in disaster response through technology and improving systems.
- Oversee the 24/7 Duty Manager roster staffed by the Disaster Risk Management team, and maintain the Pacific Tropical Cyclone Response Plan.
- Work closely with International Programmes and Communications, Marketing and Fundraising teams, and International Federation of Red Cross Red Crescent Societies (IFRC), to ensure that New Zealand Red Cross responds in an effective and timely way as required to disasters in the Pacific.

3. External relationship management

- Build strong and productive relationships with disaster response counterparts at MCDEM, Fire and Emergency New Zealand (FENZ), New Zealand Defence Force (NZDF), New Zealand Police, Ministry of Primary Industries (MPI) and other welfare agencies (and at Ministry of Foreign Affairs and Trade (MFAT) for international response), to ensure that they are clear about, and supportive of, New Zealand Red Cross' role in response.
- Represent New Zealand Red Cross at the National Welfare Coordination Group (NWCG), NGO Disaster Relief Forum (NDRF), and act as Civil Military Relations (CMR) focal point as per the *Red Cross Red Crescent Movement Global CMR in Disaster Management Roadmap 2019-2021*, fostering strong relationships within and external to the Movement.
- Ensure that New Zealand Red Cross works closely with marae and iwi in planning to respond to community needs in a disaster.

4. Health, Safety and Wellbeing

- Ensure teams are informed of and understand the Health Safety and Wellbeing requirements, are adequately trained to carry out their work safely, and are encouraged to be actively involved in the management of health, safety and wellbeing in the workplace.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses.
- Promote and monitor good health, safety and wellbeing practice.

DELEGATIONS:

Staff Management

Number of direct reports	4
Number of staff reporting to direct reports	0

Delegations

Financial Delegations	3
Employment Related Delegations	3

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position.

It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

It is inherent in all areas of Red Cross work that staff are required to apply and uphold the Fundamental Principles of the Red Cross Red Crescent Movement.

PERSON SPECIFICATION:

Experience/Competencies

- At least five years' experience of effectively managing disaster response operations and building the capacity and capability of disaster response teams and systems.
- At least five years' experience of leading and supporting high performing teams
- Proven ability to quickly build strong relationships and trust with people and organisations from diverse backgrounds.
- Demonstrated ability to operate and contribute at a strategic level
- Ability to credibly represent the organisation in a range of settings including high profile interactions, e.g. public speaking or media.
- Proven ability to quickly build strong relationships and trust with people and organisations from diverse backgrounds.
- Strong financial acumen.
- Empathy with humanitarian causes
- Enthusiasm and commitment to working as a team member of Red Cross.
- A commitment to the Fundamental Principles of the Red Cross Red Crescent Movement is imperative.

Qualifications

A tertiary qualification in disaster management or similar, or relevant experience.

Travel

The appointee must be able to travel.

Driver's Licence

A current motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Angela Sutherland
Position:	GM Disaster Risk Management
Date:	