

Director Health & Local Crisis Response - Scotland

Job Level	6	Job Reference No:	
		Role Review Date	March 2022
Directorate	UK Operations	Function	Health & Local Crisis Response
Service	Health & Local Crisis Response	Reports to	UK Director Health & Local Crisis Response

Scale and scope of role

Direct Reports	Up to 6	Indirect reports	50+
Budgetary responsibility/ accountability	c. £3m - £5m	Accountable for other resources	Fleet required by service

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

The Scotland Director will develop a country vision and lead the development, coordination and delivery of a country-specific plan which reflects our strategic aims across all cause areas, taking full account of the political, funding, stakeholder and compliance contexts within the respective nation.

They will take accountability for delivery of our UK Health and Local Crisis Response (HLCR) service offer, nationally quality assured and locally tailored, in their area through the area operational teams and in collaboration with partners from across the organisation.

They will lead and represent HLCR service development initiatives at a national level to both, internal and external audiences, or partners. They will play an active role in the HLCR national management team and oversee adherence to all business processes and procedures, as well as delivery of the services' strategies in the UK.

Key Responsibilities

Strategy delivery

- To lead the team in the delivery of the organisation's strategy within Scotland, ensuring planning & budgeting for HLCR and ensuring consistency and full support for other cause services operational plans played out across the UK.
- Working closely with the Head of Crisis Response, take the lead role in the country during periods of surge activity, leading the coordination of a collective British Red Cross response on behalf of the nation during peak periods of activity.
- Responsible for the development of local crisis response solutions relevant to the nation context.

Nation Leadership

- To work as an ambassador and catalyst for development and change within the nation, with volunteers and staff at all levels.
- Develop and Chair a cross-service Scottish leadership team.
- Developing a co-ordinated volunteering strategy within the nation, including developing cross cause volunteering/relationships with nation-specific volunteer organisations.
- Accountable for all the HLCR services – ensuring they are appropriately quality assured, with fully trained and competent volunteers and staff in place to deliver the best possible service experience for our beneficiaries, including ensuring nation specific compliance requirements are achieved.
- As a member of the national HLCR Management Team, ensure that we are learning and transferring experience effectively across the UK; assisting to implement the policies and other decisions made by UK Management Team (UKMT)/Executive Leadership Team (ELT).

Service Delivery & Development

- Will be the face of the British Red Cross in Scotland drawing together cross-cause elements of our work to develop a robust annual plan, incorporating HLCR budgeting and engagement with fundraising to develop the HLCR fundraising strategy for the area.
- To take specific responsibility for the HLCR budget, ensuring appropriate preparation, monitoring and delivery within the framework of the Corporate Strategy.
- To lead the development and growth of our UK HLCR service offer within Scotland, ensuring that we learn from, share and where appropriate, replicate successful innovation at local level.
- To facilitate, stretch and direct service development and delivery across Scotland. To ensure delivery of our UK Operations services tailored to the Scottish operating context, nationally quality assured and ensure that our beneficiaries are at the centre of everything we do.

Stakeholder management

- Convene and chair a multi-service strategic group, leading discussions to develop and report on the nation plan. They will also oversee adherence and compliance with national requirements – ensuring BRC are meeting country-specific legislation.
- Play a pivotal role in securing, developing and maintaining relationships at the most senior level within the nation. Ensuring that, organisationally, the country has the strongest possible network of external relationships across government health, social care, and emergency services as well as other partner agencies necessary to provide high quality services now and open the door for the development of high-quality services in the future.
- To act as the pivotal role in understanding what each UK Operations service is delivering within their area.
- To play an active and senior role within national boards, committees and forums.
- To engage and maintain strong working relationships at a CEO/Director level across the sector within Scotland ensuring our strategic intentions are reflected within cross-sector groups and identifying/developing opportunities for collaboration and partnership.
- Be the lead spokesperson and ambassador for the British Red Cross within the country, protecting and promoting its work, good name and reputation at all times.
- Ensure relevant connections are made between cross-service leaders and internal stakeholders.

Leadership Behaviours

- Authentic, consistent and honest leader
- Actively listens and allow others to be heard.
- Adaptable to changing needs, pressures and opportunities.
- Empowers others based on skills and expertise.
- Dynamic, inclusive, compassionate and courageous

Team Leader

- All team members understand their responsibilities and objectives.
- All resources involving staff managed in accordance with BRC policies and procedures.
- All staff are kept informed of relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings.
- Supports other team members.
- Work and behaves in accordance with all BRC policies and procedures.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
None
Scotland
Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
None

Drivers Checks

Required Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none"> • Development and oversight of appropriate service delivery processes, mechanisms and systems • Implementing effective monitoring and evaluation tools, using national frameworks as appropriate to ensure consistency of high-quality service delivery • Seeking out, establishing and maintaining strong and effective alliances and relationships at the most senior level in-country • Use and operate delivery performance measures and management reporting on delivery outcomes • Country-specific knowledge of: <ul style="list-style-type: none"> ○ The government, statutory and voluntary sectors in which the BRC works ○ The service areas in which the BRC operates, including but not exclusive to, health and social care and crisis response mechanisms 	S	I	A
	Desirable	<ul style="list-style-type: none"> • Established network of contacts across relevant areas of BRC work within the nation • Working knowledge of national priorities specific to Scotland • Understanding of the political context within Scotland and how these relate or may impact upon the work of BRC 		I	A

Experience	Essential	<ul style="list-style-type: none"> • Senior management experience that includes strategic engagement at the most senior political and statutory levels within Scotland • Operational management delivering varied services within a complex, geographically dispersed operating environment • Managing and operating to contracted arrangements • General management in a multi-disciplinary team supporting vulnerable people, including strong people and team development • Leadership of approaches to share good practice • Liaison, networking and influencing at senior level with external partners • Management of significant budgets, financial planning, setting financial and delivery targets • Identification and management of risks and issues • Managing teams through change 	S	I	
	Desirable	<ul style="list-style-type: none"> • Senior management experience that includes: <ul style="list-style-type: none"> ○ Achieving sustainable business growth ○ Experience of identifying service needs and exploiting and developing service opportunities 		I	

Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS Systematically engages with people in crisis</p> <ul style="list-style-type: none"> > Takes accountability for people in crisis, communities and/or other advocates, beyond service improvements on an ongoing basis > Actively engages people in crisis in the ongoing planning and shaping of the service <p>EMBRACING AND LEADING CHANGE Promotes and delivers significant change</p> <ul style="list-style-type: none"> > Delivers organisational change by recognising the strategic direction, identifying future needs and providing explanations <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Inspires, enthuses and excites every individual in working towards the British Red Cross vision, enabling them to see how their role contributes to helping people in crisis on a day-to-day basis <p>LEADING AND ENGAGING Builds purpose</p> <ul style="list-style-type: none"> > Builds a shared and compelling sense of purpose across the British Red Cross, even when the context is unclear or ambiguous 		I
Additional requirements	Essential	<ul style="list-style-type: none"> • Ensures inclusive practice and promotes diversity • Ability to work and travel in the UK • Ability to work unsocial hours on occasion 	I
	Desirable		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.