

RESPONSIBILITIES INCLUDE

- Execution of the Action Plan
- Implementation of operational aspects of the Action Plan, including the coordination of day-to-day response activities
- Ensure the Controller and wider IMT are informed of the operational aspects of the response
- Monitor and evaluate operational activities in support of the local Action Plan
- Management of field staff and coordination of volunteer activities (ensuring compliance with the Health and Safety at Work Act 2015)
- Collection of information from the field to inform Intelligence and Planning Cycles
- Provision of support to the Welfare function or welfare organisations to deliver welfare services
- Provision of coordination, direction, support, and/or mentoring to incident level Operations leads
- Provision of expert Operations advice to the Controller and other functions
- Integration of all stakeholders into the response

KEY RELATIONSHIPS

- Controller (and deputy), Response Manager
- The IMT and other functions, particularly Planning, Logistics, and Welfare
- Operations functions at other EOCs and at incident and regional level (if applicable)
- Internal and external stakeholders, partners, and support agencies/organisations

KEY OUTPUTS

- Logical and succinct tasking of actions to appropriate functions, organisations, or other response elements
- Identification of resources needed to deliver Action Plan
- Feasibility assessments of resource requests
- Contingency Plans for Operations to manage anticipated problems
- Tracking of delivery of tasks across all functions
- Operations Status Reports
- Input into the Action Plan

CONSIDERATIONS

- The local community
- Ensuring reporting processes are consistent and that everyone is working from the same information base
- Ensuring all procedures are followed in relation to documenting decisions, actions, financial delegations, etc.
- Being the Operations interface between incident, local, and regional levels (if applicable), ensuring alignment of points of view, sharing of information, coordination of activities, and that escalation takes place when required
- Anticipation of problems, issues, and impacts from variations to the Action Plan and the development of contingencies
- Coordination of activities to minimise gaps and duplication of effort
- Drawing on local knowledge about resources and capability
- Putting systems in place that allow for real time status reporting

OPERATIONS SUB-FUNCTIONS

- Action Plan Execution
- Field Staff Management
- Volunteer Coordination
- Investigations
- Lifeline Utilities Coordination
- Support Agency Representatives Coordination
- International Assistance

INITIAL TASKS

- Obtain briefing from the Controller to gain situational awareness / obtain Controller's intent
- Establish Operations function; appoint, brief, and task staff; ensure staff have had an induction (including a Health and Safety induction)
- Set up logs (as required) to record decisions and actions
- Participate in setting response objectives that are feasible and actionable for operational delivery
- Contribute to development of the local Action Plan
- Build an assessment of available local resources, capacity, and capability (including training and experience of volunteers and contractors)
- Determine critical resource requirements for the response to achieve response objectives and support the local Action Plan
- Begin detailed task planning to execute Action Plan
- Identify agency and partner organisation's tasks, actions, and liaison staff roles within the context of the situation; determine what the supporting relationship is
- Integrate stakeholders into the response

ONGOING TASKS

- Provide operational advice to the planning process, ensuring plans are feasible and achievable
- Implement and oversee the Action Plan; develop, allocate, and monitor progress of tasks, adjusting as required
- Communicate tasks to IMT and share relevant progress information across the response; advise support agencies as required
- Guide each function to deliver tasks
- Continually review and forecast resource needs in support of the Action Plan, report to Logistics and work with Logistics on timelines and delivery
- Coordinate and optimise resource requests
- Prioritise the release of resources
- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)
- Record decisions, actions, and other activities
- Ensure activities of community groups, volunteers, and field staff are coordinated effectively
- Manage demobilisation for Operations

DEMOBILISATION

Refer to *Appendix F Demobilisation* in page 96 of the 3rd edition of the CIMS Manual for more information.