

## RESPONSIBILITIES INCLUDE

- Management of the response, continuing the direction already set by the Controller, and exercising delegated authority
- Implementation of the Controller's intent
- Problem solving and dealing with issues
- Contribution of best practice expertise and technical experience to support effective operation of the Coordination Centre
- Ensuring each function or team understands their role, the response objectives, and the actions required under the Action Plan
- Identification of capability and experience gaps and remedying them
- Ensuring information flows are appropriate and effective across all parts of the response
- Ensuring the IMT and Controller are informed of trends, risks, issues, and opportunities
- Management of performance issues
- Modelling good behaviour and building a constructive and positive culture in the Coordination Centre
- Ensuring the Coordination Centre stays within resource and budget limits
- Implement and monitor the operational schedule

## KEY RELATIONSHIPS

- Controller (and deputy); Controllers and deputies at other NCCs and at regional and all-of-government level (if applicable)
- The IMT
- Response Managers at other NCCs and at regional and all-of-government level (if applicable)

## KEY OUTPUTS

- Provision of best practice and technical expertise
- Response schedule
- Effective IMT operation

## CONSIDERATIONS

- What changes and actions are required to get the best from the response?
- Ensuring the Controller has space to perform their role through minimising escalation of issues to the Controller
- Coherence of the response and alignment of the response to the Action Plan
- Competence of personnel in relation to the scale and complexity of the incident
- Escalation of issues to Controller or all-of-government level (when required)
- Motivation, focus, and energy levels of staff
- Managing political sensitivities, competing interests and agendas with diplomacy and tact
- Retaining a 'feel' for what is happening on the floor in the NCC and across the response
- Knowing and utilising other channels for getting things done

## INITIAL TASKS

- Set up the Coordination Centre and reporting processes based on the Controller's instructions
- Work with IMT to determine critical resource requirements for the Coordination Centre
- Establish communication channels within the Coordination Centre
- Build knowledge of objectives and the Action Plan across the response and direct and monitor activities accordingly
- Act as required to ensure deadlines are maintained
- Achieve alignment of operational periods
- Brief incoming staff

## ONGOING TASKS

- Chair the IMT in the Controller's absence
- Undertake day-to-day relationship management with Governance and stakeholders (where required) to support the Controller
- Keep functions on track (pace, interdependencies, deadlines) and ensure each function understands how to work with the other functions
- Manage staff in the Coordination Centre
- Develop, set, and maintain the response schedule, establishing key operational milestones
- Achieve alignment of operational periods
- Provide 'just-in-time' guidance, advice and coaching to response staff
- Liaise with all function managers and resolve any issues
- Maintain situational awareness across the response functions
- Ensure reporting requirements across the response are met
- Ensure the Coordination Centre stays within resource and budget limits
- Influence and troubleshoot, resolve internal conflicts
- Work with Response Managers at national (if applicable), regional, and local levels to coordinate and problem solve
- Ensure briefings and handovers are conducted effectively