

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 local operational activities in support of the regional Action Plan
- Collection of information from the field, agencies, and organisations to inform Intelligence and Planning Cycles
- Provision and support to the Welfare function or welfare organisations to deliver welfare services in support of the regional Action Plan
- Provision of coordination, direction, support, and/or mentoring to local level Operations leads
- Provision of expert Operations advice to the Controller and other functions
- Stakeholder engagement and partnerships
- Ensure compliance with the Health and Safety at Work Act 2015

KEY RELATIONSHIPS

- Controller (and deputy), Response Manager
- The IMT and other functions, particularly Planning, Logistics, and Welfare
- Operations functions at other ECCs and at local and national 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
- Proactive identification of resources needed to deliver against the 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

- Ensuring reporting processes are consistent and that everyone is working from the same information base
- Ensuring record keeping process is detailed enough to provide operational accountability for decisions and actions undertaken
- Ensuring all procedures are followed in relation to documenting decisions, actions, financial delegations, etc.
- Being the Operations interface between local, regional, and national levels (if applicable), ensuring alignment of points of view, sharing of information, coordination of activities, and that escalation takes place when required
- Understanding the political standpoint for the situation and intended political issues and how they impact on the operational response
- Application of logical reasoning and impact analysis to agree on operational outputs
- Establishing a clear understanding of any operational impacts that will affect the community and working with Welfare to minimise impact
- Sustainability of resources
- Partnering with other regions and agencies/organisations for support with resources and capabilities

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 regional Action Plan
- Determine critical resource requirements for the response to achieve response objectives and support the regional 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 and mentor the IMT, local Operations, and/or support agency leads to achieve operational success
- Ensure activities of tasked groups, and agencies/organisations are coordinated effectively
- 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, conducting regular feasibility assessments against response objectives
- Prioritise the release of resources
- Monitor Contingency Plans for Operations to manage anticipated problems and mitigate risk
- Provide reports, briefings (including handovers for incoming shifts) and situation updates (as required)
- Record decisions, actions, and other activities
- Coordinate with Recovery to ensure Operations are assisting to support their future work
- Manage demobilisation for Operations

DEMOBILISATION

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