

**Job Title**: Head of Operational Response

**Department:** Public Safety & Subsidence

**Reports to:** Operations and Sustainability Director

**Direct Reports:** Principal Project Managers

**Location:** Activity-based on site

**Contract Type:** Permanent

**Grade:** 6

**Main purpose of the job**

To lead the Public Safety & Subsidence Team to achieve the objectives of the Coal Authority Business Plan and compliance with statutory and regulatory requirements including to:

* Ensure customer and community focused resolution to public safety & subsidence incidents
* Ensure we meet our emergency response performance indicators
* To work collaboratively with external partners to achieve optimal outcomes for the communities we serve
* Provide oversight, governance and senior stakeholder management to ensure effective delivery of Public Safety & Subsidence work
* Ensure that the proactive mine entry inspection programme is economically, efficiently and effectively managed.
* Provide effective leadership to implement our aims of net zero goal and environment and social value ambitions in our Public Safety & Subsidence work.
* Demonstrate political awareness across all areas of work, with a particular focus on work in communities and with partner organisations

**Responsibilities**

**Specific**

* Be accountable for the delivery of any agreed programme of works to the stated objectives, on time and within budget.
* Be an active member of the Operation and Sustainability Directorate’s senior leadership team. Leading by example, assisting delivery of continuous improvement, performance and forward strategy across the directorate and the Coal Authority.
* Drive the planning and delivery of forward strategic operational and improvement programmes, budgets and resource requirements relating to Public Safety & Subsidence working closely with the Project Management Offices and departmental heads
* Ensure the statutory responsibilities relating to the Coal Authority’s Public Safety & Subsidence work are properly managed.
* Through all Public Safety & Subsidence work to work closely and collaboratively with other internal departments and external partners to ensure the best outcomes for the communities we serve.
* To work collaboratively with other internal teams to ensure the best outcomes across all the Business Plan themes.

**General**

* Inspire and lead internal colleagues to take action in line with Coal Authority Plans across all aspects of our work
* Lead, develop and motivate your team to deliver high standards of performance;
* Comply with our people policies and procedures, set individual objectives, identify training needs and hold team members to account for their performance;
* Demonstrate personal responsibility and leadership for health and safety
* Effectively assess and manage risks;
* Act in line with the behaviours and values of the organisation. Visibly role model our corporate values
* Manage your own performance to be accountable for meeting individual, team and corporate objectives
* Act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* Actively demonstrate the Coal Authority’s customer service standards expected of your role
* Follow and contribute to the improvement of operational and team processes and procedures
* Assist with the preparation and delivery of the team’s objectives, budgets and financial records
* Identify opportunities and implement change leading to team development, system improvement and ensuring good value for money
* Maintain and develop positive stakeholder relationships in order to promote the Coal Authority and assist it to meet its objectives
* Ensure that the Coal Authority is expert in its field through research in relevant areas and the development of learning and better practices.
* Ensure that the Coal Authority’s statutory responsibilities are effectively discharged
* Carry out any further reasonable requests from your line manager

**Competencies Level**

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| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports the Coal Authority’s business priorities | **6** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **5** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **6** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **6** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside the Coal Authority, to achieve results | **6** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **5** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **5** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **6** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience | **6** |
| **Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **6** |

**Person specification**

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|  | **Essential** | **Desirable** |
| **Qualifications and Training** | * Degree in a related field or equivalent extensive demonstrable experience | * Membership of a relevant professional body (Surveying, Civil, Mining Engineering, Project Management or other suitably applicable professional body) |
| **Experience and Knowledge** | * Proven sustained track record of leading and developing similar business functions. Experience of delivering significant and beneficial business change. * Working knowledge of Health, Safety and Environmental issues * Experience of setting and delivery strategy. Success in developing team members. * Stakeholder management at senior levels. | * Experience in contract management * Experience with political engagement and complaint management * Experience in mining liabilities and/or construction field * Knowledge of Subsidence Legislation * Experience of interpreting mining related information |
| **Skills and Abilities** | * Leadership and Team Working skills * Sound track record of leading and developing multi-disciplined teams/departments * Experience of working with customers and the general public * Good negotiation and influencing skills * Good report writing skills * Ability to deal with a high volume detailed workload and prioritisation * Budget management * Exceptional stakeholder management * Excellent written, communication and presentation skills * Good interpersonal and managerial skills |  |
| **Other** | * Willing and able to travel on business to attend stakeholder meetings and site visits in England, Scotland and Wales, including overnight stays |  |

