**Operations (Ops)** Manager**

**Role Description**

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| **PRIMARY OBJECTIVE** | The Operations Manager develops the plan and makes decisions about what the Primary Emergency Operations Centre (EOC) is going to do in the emergency response. The manager works with the Logistics manager, who arranges the resources required. In the absence of an EOC Coordinator, the Ops Manager steps up into this role. |
| **Reports to** | EOC Coordinator (or Primary Care Coordinator in their absence)  |
| **RELATIONSHIPS** | **Internal*** EOC Coordinator
* Sector Coordinators
* Ops, Intel and Comms managers
* Primary Care Coordinator

**External*** CDHB EOC and Hospital Services
* Civil Defence Emergency Management (CDEM)
* Community & Public Health
* General practice, community pharmacy, district nursing and other allied health professionals
* Relevant product and service suppliers and transport agencies
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| **KEY TASKS** | * Develop response options, in cooperation with Intel and define EOC objectives (what we are trying to achieve and why)
* Decide on the nature and timing of response activity based on objectives, available intelligence, personnel and resources
* Provide priorities for further information collection
* Coordinate different aspects of the response
* Set and manage priorities (actions and resources)
* Work with EOC Logistics, allocate critical resources where necessary (e.g. Tamiflu, portable toilets, generators)
* Operational communications – act as conduit to agencies or groups performing activities or deployed
* Act as EOC Coordinator for routine activity between EOC functions
* Monitor and review current response activity
* Coordinate production of SITREPs – collate information with other areas
* Coordinate and produce reports required by CDHB and others
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| **PERSON SPECIFICATION** | * High level of inter-personal communications
* High level of relationship building, networking
* Strong analytical skills
* High level of accuracy
* Ability to self-manage; proactive and responsive
* Ability to set and meet deadlines
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| **DESIRED EXPERIENCE** | * Emergency planning and response experience a plus
* Experience in health sector a plus
* Knowledge and experience in supply chain management and logistics is desirable
* Competent in Microsoft Word, Excel, Access or other appropriate software
* Leadership and team building
* Managing teams of people in high pressure situations is advantageous
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