

GNS Event Response Capability Advisor



The GNS Event Response Capability Advisor completes a small team dedicated to agency-level Incident Management System (IMS) capability. They will lead the development, implementation, and optimization of the IMS plans, processes, procedures, and systems core capability components.

They will collaborate with experts across GNS and ensure that resources and systems are designed, configured, and delivered in accordance with national good practice and leverage continuing advances in response information and science technology.

The Advisor will also deliver general operational support to ensure the ongoing effectiveness of the GNS IMS.

Reports to:	GNS Event Response Capability Lead
Department:	Earth Structure and Processes
Group:	Science
Tenure:	Permanent
Location:	Avalon
Direct reports:	Nil
Budget:	Nil
Career Path:	Specialist
Job Family:	Policy, Planning and Advisory
Career Step:	TBA
Date:	February 2024

Position priorities and responsibilities

GNS Science has requirements under the National Civil Defence Emergency Management Plan Order (2015) to respond to incidents and emergencies and maintain the organisation in a state of readiness to respond. To deliver this, GNS uses an Event Response Framework which emphasises Science Advice as GNS's core business in supporting Geohazard Event Response. This is aligned to the organisation under an overarching IMS strategy and workplan owned by the Event Response Capability Lead. The strategy and workplan set the foundation for Geohazards IMS direction and continuous improvement over time.

Plans, processes and procedures

With direction and support from the GNS Event Response Capability Lead:

- Leverage strong relationships across GNS to gather information, collate, review, develop and clearly document response procedures.
- Develop the first GNS 'IMS Operational Handbook'.
- Lead and coordinate the procedures review panel.
- Ensure that any terms of reference, guideline or checklist applied in response are developed, implemented, and reviewed at regular intervals.
- Build up and maintain a repository of response templates to support response teams.
- Work closely with the Risk and Assurance Manager to support the development of business continuity plans.
- Enhance and maintain effective information flows through response activities to ensure and encourage a culture of continuous improvement.
- Support the provision of regular assurance of the system through facilitated testing of arrangements to demonstrate that improvement actions have been applied and response benefits gained.
- Throughout the course of this work, educate/coach staff on the benefits of maintaining and utilizing their plans and procedures to improve operational readiness.
- Reporting in relation to the plans, processes, procedures capability component on key performance indicators defined by the role incumbent.

Systems and relationships

With direction and support from the GNS Event Response Capability Lead:

- Develop and foster excellent working relationships with technical experts across GNS Science including the GeoNet programme, the Natural Hazard and Risk (NHR) science theme and Business Services.
- Utilising your relationships, work with business/science leaders to understand their goals/needs with relation to response and continuity and develop them into objectives and key issues. Document in a concise way.
- Work with business/science users to understand and prioritise the capabilities and requirements needed to deliver on response and continuity objectives. Document in a concise way.
- Document and iterate reader-friendly knowledge and 'how-to' articles for users to support the effective uptake of response information and communication systems.
- Identify and communicate the need for any bespoke or innovative response arrangements both internally and externally as they present themselves.
- Reporting in relation to the systems and relationships capability component on key performance indicators defined by the role incumbent.

Teamwork

- Provide regular insights to the Event Response Capability Lead into opportunities, risks, and drivers to ensure best practice in process, plans, procedures, and systems capability management.
- As required, contribute to the development of broader operational activities which enhance GNS IMS capability.
- Promote and participate in the response staff wellbeing initiatives and the IMS training and exercising programme.
- Support staff in a variety of response roles to increase capacity and enable career growth.

- Co-develop and collaborate with experts across the organisation to create pragmatic outputs.

Response Manager

- Perform the role of Response Manager, providing professional Incident Management Team support to events.
- Maintain the competency levels required of a Response Manager.
- May be required to be on an On-Call roster.
- Participate as an incident management professional in all IMS process including debrief, lessons management and continuous improvement to enhance operational readiness.

Responsibilities of all staff

- Comply with all GNS Science policies and procedures.
- Contribute to making GNS Science a healthy and safe place to work by complying with the responsibilities and accountabilities outlined in the Health and Safety Management System Framework.

The responsibilities of this position will change over time to respond to changing needs. The incumbent will need the flexibility to adapt and develop as the company and its environment evolves.

Key working relationships

Internal:

- GNS Event Response Capability Lead and team.
- National Geohazards Monitoring Centre Operations Manager and team.
- GeoNet programme team.
- Expert Science panels staff.
- Risk and Assurance Manager.
- GNS Communications team.
- All other IMS staff and business services with a role in response.

External:

- NEMA, and CDEM Groups.
- Response Science agencies and universities.

Person specification

Skills, knowledge and attributes

- Be comfortable working with bespoke IMS structures and in developing accompanying arrangements.
- Understanding of process improvement methodologies.
- Ability to multi-task, prioritise and escalate where necessary.
- Confidence working in hybrid working environments.
- Experienced or working knowledge of 24/7 response roles and wellbeing needs.
- Technologically savvy, comfortable with various platforms, the Microsoft suite and other response management and information communication technology.
- Confident and flexible to apply skills and knowledge across a breadth of response levels and incident classifications.

- Hold accountability for owning and driving your own workload and delivering to a high standard.
- A high level of verbal and written communication skills with excellent report writing ability.
- Knowledge and experience in process mapping.
- Bring a high degree of resilience coupled with a responsive proactive and pragmatic approach to your work.

Experience

Essential:

- Minimum 2 years of demonstrable experience in the development and delivery of operational plans, processes, and procedures to desired standards.
- Knowledge and experience in process management strategies and frameworks.
- Presenting information in different formats for non-technical audiences.
- Demonstrated success in building and maintaining positive working relationships.

Desirable:

- 1-2+ years of experience within emergency and/or crisis management planning and applied CIMS across a variety of incident responses or a strong desire to learn.
- Experience or a qualification related to Emergency Management or Earth Sciences would be highly beneficial but is not necessarily required depending on the nature of the candidate's experience.
- Knowledge of or experience in documenting business continuity and operational process would be beneficial.
- Project management qualification or equivalent experience is desirable.

Qualifications

Essential:

- A relevant university degree or equivalent.

Desirable:

- Level 4 CIMS or equivalent experience.
- Formal training/certification in business analyst practices.
- Business Continuity Management qualification or equivalent experience.
- Basic knowledge of Te Reo Māori.

Other requirements

Essential:

- New Zealand Driver Licence.

Performance Dimensions

At a high level, GNS Science recognises six **Performance Dimensions**: three relate to technical capability, one relates to leadership (if applicable) and two relate to the *way we work*. Below are the general expectations that are the minimum standards expected of all staff. There are also expectations that specifically relate to the career step associated with the role; you can find these on GNS Online.

Technical capabilities

Scope, complexity, and innovation

- Enduring commitment to maintaining and developing skills and knowledge in area of expertise.

- Both the ability and desire to apply appropriate rigour, principles, and practices to deliver quality work in a cost-effective manner.
- Acts in a manner that conveys high personal and professional standards.
- Open to coaching and feedback – incorporates suggestions to find better ways of doing things (to improve own and GNS Science performance).

Contribution to GNS Science / profession

- Establishes and maintains effective and collaborative working relationships – with colleagues and external individuals and groups.
- Both the ability and commitment to work in a culturally responsive and inclusive manner; respecting and valuing the diverse perspectives of individuals and groups.
- Takes an interest in early career colleagues, graduates, and students – provides coaching and/or mentoring as appropriate. Supports initiatives to promote science careers.
- Prevents harm to self and others by carrying out duties safely and responsibly.

Delivery of work

- The ability and commitment to deliver pieces of work and projects on time to required quality, cost and benefit parameters.
- The application of appropriate project management rigour, principles and practices to delivering quality projects in a cost-effective manner

Behavioural expectations

Manaakitanga – we do the right thing

Champions a positive working culture. Works and interacts with colleagues, external partners, stakeholders and customers in a way that is consistent with our values:

- We are **CONNECTED** in our purpose; with each other, with partners and stakeholders and with our communities.
- We are **INSPIRED** by our work to explore, challenge, innovate and aim higher.
- We are **EMPOWERED** to be our best – valued for our differences, encouraged to contribute, and enabled to grow and develop.

Bicultural commitment

- As a Crown Research Institute, GNS Science is committed to partnering with iwi/hapū and Māori communities and agencies to achieve their science aspirations.
- We do this in a way that is culturally appropriate (**tikanga**) and honours Māori and non-Māori worldviews (**te ao**).

These expectations are intended to support and guide the development of individual staff.