

Job Description – Global Operations Command Centre (GOCC) Response Manager

Line Manager : Head of Global Operations Command Centre (GOCC) & UK Operations

Location : Aberdeen, Scotland

Drawing on highly developed skills and decades of hard-earned, real-life expertise, Restrata works with organizations around the world to effectively and efficiently manage incidents of every size and nature. We utilize the very best in technology and people to minimize the time from any incident to effective response and maximize all the information available to make the right decisions, vital to save lives and return to normal operations, while limiting any negative impact on your business.

24 hours-a-day, 7 days-a-week, 365 days-a year, The Restrata Global Operations Command Centre (GOCC) sets the standard for world-wide emergency response. Located in the UK, with a secondary Incident Management Centre in Dubai, we're ideally placed to respond to every kind of incident no matter where or when they occur.

With 175,000 hours and counting of continuous uptime, the GOCC oversees over £20 billion of assets comprised of 100 offshore & onshore assets and monitor and track over 15,000 personnel & assets, including 48,000 crew, across the globe, from the North Sea to New Zealand, to Mexico & beyond.

Purpose of Role

As the Restrata Response Manager, you will have responsibility for overseeing the day-to-day running of the Critical Operations Room, within the Global Operations Command Centre from which Restrata provides bespoke 24/7/365 response services, training and support to clients in the energy, aviation and marine industries. In this varied and demanding role, you will be an integral part of Restrata's expanding operations and a key member in the drive to expand the Restrata client base.

You will line manage a team of Control Room Operators (CROs), who provide a 24/7/365 service as the initial point of contact for companies in response to an emergency as well as monitoring the Restrata 'Platform' and other SaaS services. You will also be part of the Restrata Duty Manager 'on-call' rota, which entails being available to provide advice and guidance to both the Control Room staff and clients in the event of incident. When required you will either lead, or be part of, an Incident Management Team which manages the tactical response to an incident in partnership with the client.

Routinely you will be expected to ensure GOCC operations reflect current industry good practice and regulations; maintain and develop Standard Operating Procedures; and ensure the upkeep and maintenance of all Response equipment, the building and its fittings. Your role may also involve delivery of Crisis and Continuity consultancy to new and existing clients, which will require travel both overseas and within the UK from time to time.

You will have a key role in developing business for Restrata by supporting the response to formal tenders identifying and meeting potential clients; seeking openings in new industries; and identifying opportunities for the development of new response services.

You will be expected to have previous emergency response experience and will be given additional training in Restrata response procedures and GOCC communications and incident management systems. You will be expected to be capable of acting on your own initiative and be comfortable in using information and communications technology in rapidly-changing, high-pressure environments.

In support of Restrata's training you will be required to undertake a variety of roles, bringing you into contact with a wide variety of clients and contributing to the development and delivery of training. You will also be responsible to ensure

The variety of the work and challenges it brings means the successful candidate will require to bring with them a sense of humour, a positive attitude and a willingness to 'pitch in' and contribute to a range of activities across the company.

Key tasks and responsibilities

Routine Duties

- Within your normal working days:
 - Be the 'go to' person for all managerial aspects associated with the IMC
 - Ensure the GOCC remains in a state of constant readiness to respond to incidents on behalf of clients, including ongoing liaison with service providers and sub-contractors
 - Provide leadership and guidance to Control Room personnel
 - Manage the selection, training, availability, and skills maintenance of the GOCC Incident Management Team and Relative Response Team pools
 - Manage on-call rotas for response personnel and hold regular Duty Handovers to increase awareness, maintain knowledge and capture learnings from mobilisations
 - Monitor and maintain the GOCC SOPs in accordance with Restrata's Quality Management System and ensure the continual improvement of the services provided from the GOCC
 - Maintain
 - Maintain working relationships with regulatory bodies and responder organisations, in order to ensure the GOCC and its operations reflect both regulatory requirements and industry best practice
 - Develop business for the GOCC by meeting potential clients, writing proposals and responding to tenders

- Software Service Helpdesk Responsibilities
 - Responsible for the daily operation of the Service Desk team consisting of 1st line Technical Consultants. KPI management
 - Managing the Helpdesk workloads, including service tickets based on urgency and severity
 - Delegation of service support tasks, case management, performance management and SLA management
 - Documentation and formalisation of Helpdesk processes, including gathering, inspecting and updating where require

- Incident Management

Whilst on-call as part of Restrata's On-Call rota:

- Remain within one hour of the GOCC at all times
- Be available to answer phone calls from the Control Room in relation to client incidents
- Act as Incident Management Team - Team Leader in response to an incident (when assessed as competent)
- Act as member of an Incident Management Team in response to an incident

Essential Capabilities/Skills

The successful candidate will be expected to demonstrate the following:

- Experience of emergency response and crisis management
- Preferred higher education – BA, BSc etc.
- Demonstratable ability with information and communications technology
- Prioritising work whilst under pressure
- Ability to both lead and work as part of a team
- Excellent written and verbal communication skills
- Flexibility and adaptability
- Willingness to learn new skills
- Ability to work in a fast-moving environment
- Focused on delivering efficient and effective Customer Service
- Experience in IT Service delivery management/IT Solutions Helpdesk
- Demonstrable track record of maintaining strong relationships with customers, within an IT Helpdesk environment
- Understanding of ITIL and Service Desk best practice
- Understanding of cloud service infrastructure
- Knowledge of the energy and marine sectors, specifically the management of emergencies, is desirable

If you are interested in this position, send your updated CV to aberdeen-admin@restrata.com.