

RESTRATA INCIDENT MANAGEMENT CENTRE

CONTROL ROOM OPERATOR (ONSHORE) JOB PROFILE

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Job Profile

Restrata Incident Management Centre (IMC) – Control Room Operator
(Onshore)

Job Title:

About the company:

Founded in 2001, Restrata is a British owned group with headquarters in the United Arab Emirates. Originally belonging to the Olive Group, the company was born of the need to address safety and security solutions from a consultative perspective, and so in 2006, Restrata was created with the mission to build client resilience and optimise operations through effective management of safety and security risks.

From the Latin “Res” for resilient and “Strata” meaning layers, the name combines to reflect our core concept of resilience engineered across multiple layers of any business, project or development.

In the last decade, the company has seen significant growth and success, highlighted by our substantial track record of working with many well-known companies on some of the most prestigious projects around the world.

Restrata specialises in providing HSE, risk management consultancy and training services to the energy, power generation and other industries, worldwide, by drawing together the best expertise, we offer practical solutions to complex situations.

The Role:

As a Restrata Control Room Operator (CRO), you will play key part in Restrata’s expanding international operations working shifts in a purpose built Incident Management Centre (IMC), operating 24/7/365. The IMC has all the facilities required by major energy and other industry operators to respond to a significant incident. The IMC is also used to support Restrata training operations and you will also be required to work some days supporting training. Day to day management of the Control Room Operators and the IMC is the responsibility of the IMC Response Manager, who has significant Crisis Management experience.

Whilst on duty you will be the primary point of contact for initiating a company’s emergency response. You will be given training in response procedures and IMC information and communications systems but you will need to be confident, quick witted, able to act on your own initiative and be comfortable using information and communications technology in a rapidly changing, high pressure but supportive, environment.

In support of Restrata’s training, you will be required to undertake a variety of supporting roles, bringing you into contact with a wide variety of clients. As you gain confidence and experience in your new role, you will be encouraged to contribute to the development and delivery of training. The variety of the work and challenges it brings, means the successful candidate will require to bring with them a sense of humour, a can-do attitude and a willingness to pitch in and provide support on a whole range of activities.

Responsibilities – Emergency Response:

Within your 12 hour shift:

- Answer the emergency phone within 5 rings and extract key information from the caller.
- Open and maintain an incident log, recording all events, meetings, telephone calls and information received by the IMC.
- Liaise with site, receive, log and relay requests for information to mobilise immediate support for the incident.
- Open and maintain an actions log, ensuring all actions are identified from communications and meetings are allocated appropriately.
- Once the incident team is mobilised, report to the incident Team Leader, providing up-to-date information regarding outstanding actions and their progress.
- Assist with maintaining team situational awareness and the regular production of situation reports.

Responsibilities – Routine Duties

Within your 12 hour shift and on stand-by days:

- Monitor and test communications equipment.
- Monitor site Person On Board manifests.
- Monitor tracking of personnel operating in hazardous locations worldwide.
- Maintain a library of training and operational reference material.
- Assist with Restrata training activities.

Working in a busy office you will also be trained as a First Aider and Fire Warden.

Person Specification:

The successful candidate will be expected to demonstrate the following core competencies:

- Prioritising work whilst under pressure.
- Teamwork.
- Written and verbal communication: delivery of succinct reports and a clear and polite telephone manner.
- Flexibility and adaptability.
- Willingness to learn new skills.

Experience of the energy industry is not essential. Knowledge of the industry and knowledge and experience of working in an incident response environment are desirable. Training will be provided.

Salary and Benefits:

A competitive salary and benefits package will be offered.

How to apply:

Please submit a CV and covering letter (which must set out how you meet the requirements above) to: aberdeen-admin@restrata.com.