

## **RESTRATA INCIDENT MANAGEMENT CENTRE**

### **CONTROL ROOM OPERATOR**

Restrata are recruiting Control Room Operators to join our team based at the new Incident Management Centre in Aberdeen.

Responsible to the Operations Manager, our Control Room Operators play a 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.

Training will be provided in response procedures and IMC information and communications systems but candidates are expected to be confident, quick witted, able to act on their own initiative and be comfortable using information and communications technology in a rapidly changing, high pressure but supportive, environment.

#### **Responsibilities – Emergency Response:**

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

- Monitor and test communications equipment.
- Monitor Persons on Site or 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, however 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, depending on skills and experience.

**How to apply:**

Please submit a CV and covering letter (which must set out how you meet the requirements above) to Simon Marwick: [smarwick@restrata.com](mailto:smarwick@restrata.com)