

# KENYON

## EMERGENCY SERVICES

Kenyon International Emergency Services is a full-spectrum emergency response service, committed to ensuring that clients are prepared for whatever eventualities may arise. Having responded to over 350 fatal and non-fatal international incidents over the last 115 years, the team is well equipped to provide support when it is needed the most. This includes, but is not limited to, emergency planning, disaster recovery, crisis communications, call centre services, consultancy, and training.

We are looking for a Humanitarian Services Manager to join our Bracknell Operations team. You will be primarily focused on the development and delivery of Kenyon's portfolio of humanitarian services. Additionally, you will be required to support the broader activities of the Operations team. The position reports directly to the Senior Director Operations and may require both domestic and international travel based on business activities. The role requires a self-starter, who needs little day-to-day supervision, with an ability to research solutions and solve problems. At times, the position may need to deploy to an incident and, if required, be able to operate as Senior Incident Director.

You will be responsible for Kenyon's Disaster Human Services Program which seeks to assist organisations and governments in managing the immediate and longer term consequences for families who have experienced loss as a result of an incident. The role has an emphasis on further developing, expanding, maintaining and delivering Kenyon's family assistance services in support of clients, as well as providing training and development for staff, contractors and clients in the area of family assistance.

Kenyon's family assistance operations include, but may not be limited to; training Special Assistance Team Members and leadership in the field; developing and administering Family Assistance or Evacuation Centres; developing and managing mental health services and a network of related professionals; providing extensive resources to meet child care, cultural and faith requirements; coordination with various parties, including governments, their departments and NGOs, to provide information and guidance to families and those affected by disasters or otherwise catastrophic events.

### **You will:**

- Plan, implement and direct Kenyon's international family assistance operations, policies, procedures, objectives and initiatives
- Assist to recruit and train Team Members involved in delivery of family assistance
- Provide consultation to government, business, medical and educational organisations for disaster and family assistance programs
- Deploy to incidents as required to deliver, and potentially lead, family assistance services
- Through research and practice, develop new standards of care and support for families experiencing disasters and catastrophic events. This may include developing and managing new services
- Improve and maintain the quality of internal and external Kenyon training programs relating to family assistance services. Act as lead trainer for family assistance and train-the-trainer programs. Training methods include classroom, practical exercises and online learning platforms
- Write content and documents for Kenyon's newsletters and other documents
- Seek positions on technical working groups and committees that relate to operations
- Develop an annual plan of action for family assistance operations with supporting budget
- Maintain knowledge of international laws and organisations that may affect Kenyon family assistance and mental health.
- Provide assistance to conferences, symposiums & meetings for activities operational in scope
- Support in development and delivery of all of Kenyon's services

- Additional duties as assigned

**What we are looking for:**

- An ability and willingness to be on call 24/7, 365 days a year to support deployments
- An ability and willingness to travel globally if required, for operational responses for periods of up to 3 weeks or more in duration
- An ability to work, as required, long hours during deployments
- Flexibility to work in the office, warehouse or disaster field environments
- An ability to work independently with a minimum amount of supervision, and the application of good analytical, planning and interpersonal skills (an assertive, proactive team player)
- An ability to work with families in crisis
- Strong written and verbal communication skills
- Training and development skills
- An ability to produce worksheets, documents and presentations using Microsoft Office Excel, Word and PowerPoint with a high standard of both written and spoken English
- A Bachelor's degree, preferably in a related field or equivalent work experience in managing a Special Assistance Team or otherwise in the fields of social work and mental health services
- Demonstrable ongoing education and further development in areas relevant to family assistance and mental health
- Formal experience in a role providing family assistance. Preference will be given to candidates that have worked for an international airline, cruise or national rail company developing and/or managing a family assistance program. Family Liaison Officers with government agencies are also strong candidates

Kenyon International Emergency Services is an Air Partner Group company and Air Partner are part of the Wheels Up family.

To apply, please send your CV and any covering note to [ap.careers@airpartner.com](mailto:ap.careers@airpartner.com) before noon on Monday 25<sup>th</sup> July 2022.