



Candidate information pack

Job title: **Deputy Director Resilience, Assurance and Performance**

Vacancy ID:

Location: **National**

Date: **12th January 2026**

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Our organisation

We are the Environment Agency. We protect and improve the environment. Acting to reduce the impacts of a changing climate on people and wildlife is at the heart of everything we do.

We reduce the risks to people, properties and businesses from flooding and coastal erosion. We protect and improve the quality of water, making sure there is enough for people, businesses, agriculture and the environment. Our work helps to ensure people can enjoy the water environment through angling and navigation.

We look after land quality, promote sustainable land management, and help protect and enhance wildlife habitats. And we work closely with businesses to help them comply with environmental regulations.

We can't do this alone. We work with government, local councils, businesses, civil society groups and communities to make our environment a better place for people and wildlife.

Of course, none of this will be possible without the professionalism and dedication of our employees. We are committed to promoting equality and diversity in all we do, and to valuing the diversity of our workforce, customers and communities.

We're committed to helping our people to find new ways of working and to maintain our focus on creating a better place for people and wildlife. For more information on the Environment Agency and what we do, please visit:

environmentagencycareers.co.uk

[About us - Environment Agency - GOV.UK \(www.gov.uk\)](#)

[Gov.uk](#) | [Twitter](#) | [Facebook](#) | [LinkedIn](#) | [Instagram](#) | [YouTube](#)



Welcome Message

The Environment Agency has set out three strategic goals in its Strategy: *EA2030 change for a better environment*:

1. **Healthy air, land and water supporting nature's recovery**
2. **Sustainable growth**
3. **A nation resilient to climate change**

They reflect our legislative duties to:

- **protect or enhance the environment; and**
- **support sustainable development**

The **Incident Management, Operational Risk and Resilience Directorate** is central to the Environment Agency's mission. We lead the National Incident Management Service and oversee the planning, preparedness, response and recovery for all environmental and flood incidents. Alongside this, the Directorate delivers critical national functions including operational risk and assurance, and the digital and data-driven transformation needed to exploit the latest technology.

The impacts of climate change are no longer abstract future risks; they are being felt now. Month after month, the country is experiencing record-breaking weather, and we are only at the beginning of adapting to a rapidly changing climate. Against this backdrop, the two new Deputy Directors will provide essential leadership to ensure the Environment Agency continues to meet its public safety responsibilities, working closely with partners and communities across the country.

The years ahead will bring more frequent and more severe environmental incidents. Our teams are already on the frontline, responding daily to the consequences of climate change. There has never been a more important moment to step into leadership within my Directorate—to support our people, strengthen national resilience, and help the country prepare for and respond to the challenges ahead.

I look forward to hearing from you.

Paul Clements

Director of Operations – Incident Management, Operational Risk & Resilience



The role

Deputy Director Resilience, Assurance and Performance

Role Overview:

The Environment Agency are now looking for a leader who can help drive one of their most vital national services. As Deputy Director Resilience, Assurance and Performance, you will:

- The post holder provides strategic leadership for a 40-strong team, driving alignment with organisational and government priorities.
- They lead the Anticipate, Assess, Validation and Assurance elements of the IEM Framework, influencing decision-making and funding allocation.
- Through governance oversight, strategic portfolio management, and workforce planning, they ensure resilience is embedded across the organisation.
- The role also champions innovation, secures resources, and builds strategic partnerships to deliver sustainable, future-ready incident management capability

This is a pivotal role at the centre of the Environment Agency's transformation agenda—shaping how we respond to an increasingly complex world of incident management, national resilience, and climate-driven risk. Operating within a rapidly evolving landscape defined by the UK Resilience Framework, Integrated Emergency Management (IEM) principles, and key government guidance including the Civil Contingencies Act and the Amber Book, the post holder will help position the organisation to meet rising expectations for proactive risk anticipation, integrated planning, and future-ready resilience.

In this strategic leadership role, you will be responsible for:

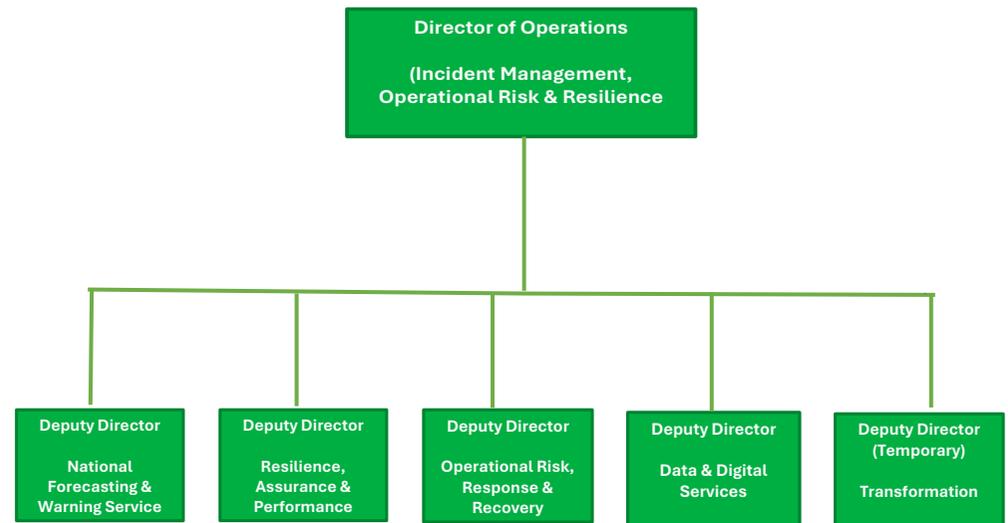
- Growing demand for strategic leadership to align emergency planning with organisational and national priorities: You will provide senior leadership for Incident Management Resilience and Operational Risk (IMORR), ensuring our planning frameworks align with organisational priorities and national policy. Working across government, you will help shape the direction of resilience policy, embed best practice, and integrate long-term planning into the Agency's corporate strategy.
- Growing demand for strategic leadership to align emergency planning with organisational and national priorities: You'll lead our work to build sustainable funding models for incident management, influencing government departments, developing business cases, and managing bids for future spending reviews. You will also explore commercial opportunities that support innovation, value for money, and long-term organisational sustainability.
- Evolving risks requiring proactive anticipation and assessment under the IEM Framework: As the strategic lead for the 'Anticipate' and 'Assess' elements of the IEM Framework, you will work with hazard specialists, government bodies, Local Resilience Forums, and environmental partners to identify emerging threats. You will guide national risk assessments and ensure evidence-based insights shape decision-making, investment, and programme delivery.
- Workforce capability gaps and succession planning for future resilience needs: You will oversee workforce and succession planning for the full Incident Management service, developing a strong pipeline of skilled professionals and future leaders. This includes shaping development pathways, apprenticeships, and graduate programmes to ensure we have the right capability to meet the challenges of tomorrow's risk landscape.
- Governance discipline and assurance across a complex portfolio of change and improvement projects: You will provide leadership and oversight for governance, performance, assurance and risk management across major Incident Management programmes. Your work will ensure transparency, accountability, and disciplined delivery of high-impact change initiatives.

Essential Criteria

- Proven track record of strategic leadership across large, dispersed teams
- Experience of delivering complex programmes and embedding new ways of working
- Strong project and programme appraisal, assurance, and delivery capability
- High-level stakeholder engagement and influencing experience across government and partners
- Excellent communication skills, including briefing both technical and non-technical audiences
- Proven ability to balance competing priorities and deliver through others
- Significant experience leading organisational change and fostering inclusive, high-performing teams
- Politically astute, with experience navigating complex environments

In addition, you will provide strategic leadership to approximately 40 full time equivalent specialists with 7 direct reports. Including oversight of the Flood Forecasting Centre partnership with the Met Office.

Incident Management, Operational Risk & Resilience



Salary and benefits

Join us in this role and you will enjoy the following benefits:

Grade Rate: £81,000 pro-rata - if part time or an assignment)

Location: National

Hours of work: 37 hours FTE.

Leave entitlement

Your leave allowance in this role will be 27 days/ 200 hours or equivalent, depending on working pattern, plus bank holidays. Your allowance will be pro-rata if you work part time, or you are on an assignment to a role at a higher grade that attracts an increased entitlement. Your entitlement depends on your grade, your contracted hours, and your length of continuous service.

We offer up to two days paid environmental outcome days each year. These give you the opportunity to take part in community activities with a clear environmental outcome for people and wildlife.

Enhanced maternity, adoption and paternity leave, and sickness absence provisions are available.

Additional paid leave is available for employees taking part in public duties, trade union activities, special/trained forces and for health and safety representatives.

Work/life balance

We support and encourage flexible working hours and practices at all levels to help you achieve a good balance between your work life and your personal life. We will encourage you to keep developing your skills and professional knowledge throughout your career.

Pension

We will enroll you into the Environment Agency Pension Fund (EAPF) on commencing employment if your employment contract is for 3 months or more. The EAPF is part of the Local Government Pension Scheme (LGPS). It is a career average scheme, which means you will build up benefits based on your pay each scheme year rather than your final salary.

We will base your pension contributions on your actual pay and you will receive tax relief on your contributions. The pension contribution rates currently range between 5.5% to 12.5%. Whilst you are in the scheme, we will pay an employer contribution into your pension pot. We currently pay 19%, so this is a very generous scheme.

Relocation

For eligible roles, we may be able to offer financial assistance with the cost of relocation. This is normally in cases where the role is critical to the delivery of our business and where the vacancy has proven hard to fill due to scarcity of the required specialist, niche, or technical skills available in the market. Please speak to the hiring manager through the details provided in the advert to discuss whether the role you are applying for fits into this category.

Relocation support is not guaranteed and will be discussed upon request subject to you being offered a post with us.

Location

If you are contractually based in one of our eligible locations, you will receive a London Weighting allowance.

Future incident response

Incident response is an integral part of what the Environment Agency does. Our remit is wide ranging, and we are responsible for many incidents that affect the natural environment, human health, and property in England. When incidents happen, we strive to keep people safe and minimise serious and lasting damage to the environment and the communities we serve.

Everyone that joins us will undertake training and participate in our incident response. There are many exciting roles you could be doing anything from being on the scene of a waste fire advising the emergency services, to gathering and reporting vital information while working from home or one of our offices, visiting communities to warn and inform people about flood risk, providing specialist advice, or ensuring that urgent work in your team or department continues whilst your colleagues respond to incidents.

Some of our staff are required to carry out an incident role that involves being on on-call (standby) to work out of hours, this is usually 1 in every 8 weeks. Other incident roles are activated when they are needed. For these you will be given notice beforehand and have some flexibility on when and how you contribute. We want you to develop skills and feel confident in your incident role and will provide you with all the relevant professional training and peer support you need to deliver it.

Incident response has many rewards, including financial benefits for out of hours work. It provides our people with opportunities to develop new skills and work in a dynamic environment alongside new colleagues, local communities, and emergency response partners. We want the Environment Agency to be a life enhancing place to work. We will work with you to ensure you are able to participate in a way that suits you and supports a healthy work-life balance.

The Environment Agency is committed to be an inclusive employer. To achieve this in our incident roles workplace adjustments are available to support those with additional support needs, for example colleagues with a disability or a neurodiverse condition and/or colleagues with caring responsibilities.



Personal development

Performance management Individual performance plans, learning and development matched to your agreed career objectives and progression plans.

Learning and development A range of training courses, leadership development initiatives and access to learning and development materials are available, covering technical, managerial and personal skills.

Examination leave Paid leave for exams and revision for approved studies.

Professional subscriptions* We will pay the membership fees for one relevant professional association.

Mentoring and coaching access to support development and career progression.

Apprenticeships We offer over thirty different, fully funded, apprenticeship qualifications across our business. These allow eligible employees to gain technical qualifications (for example in civil or maintenance engineering) or in general business skills (for in Management, Leadership or Project Management). A number of these are offered up to and including degree level, allowing employees to obtain a Bachelor of Science (BSc) or Bachelor of Arts (BA) qualification that is fully funded by the Environment Agency.

If you are successful in securing a permanent role at the Environment Agency and meet the eligibility criteria you will have the opportunity to complete an apprenticeship that is linked with your role.

Work/life balance

Flexible Working Flexible working patterns including job share, home-based or hybrid working, and flexible working hours.

Travel and transport A range of travel and transport benefits. Discounts on Haven Holidays and HotelStay.

Shopping and leisure A variety of discounts at online stores and leisure experiences.

Health and wellbeing

Occupational health Access to Duradiamond Healthcare advisory service.

Eye care Free eye tests.

Employee assistance service Access to Workplace Wellness available to you and your family.

Sports and social club Opportunity to benefit from a wide range of subsidized events and discounts.

Health discount Optional discounts provided by a number of external providers and health clubs.

Local benefits These vary from region to region.

Finance

Interest free loans* For season tickets, bicycles and safety equipment.

Financial education club Providing guidance on how to manage your finances including information on credit scores, pensions, buying your first house and getting debt-free.

Tenancy deposit loan scheme*

For employees directly employed by the Environment Agency, access to an interest free loan to pay for some, or all of a deposit on a privately rented home. The loan can be paid back over a period of up to 12 months, directly from the monthly salary.

The following benefit is only applicable to eligible roles:

- Free Car Parking

*May be subject to completion of probationary period.

Diversity and inclusivity

The Environment Agency values a diverse workforce and welcomes applications from all sections of the community who wish to join a workforce which values difference and welcomes everyone.

We aim to create and maintain a diverse workforce (including our Board and Executives) that better reflects the UK's economically active population. We recognise the challenges that individuals with (multiple) protected characteristics may experience in the job market. We are committed to being an inclusive employer and ensuring equal opportunities. Therefore, we particularly welcome applications from people from Black, Asian and Minority Ethnic (B.A.M.E) communities; people with a disability; female; those part of the Lesbian, Gay, Bi and Trans community (L.G.B.T+); gender diverse people, and candidates from lower socio-economic backgrounds who are under-represented across our workforce.

We will consider flexible working patterns for all our vacancies, including job share.

We recruit based on merit. This means our selection process is designed to be fair, open and equal.

Our culture

Our aspired culture will enable us to deliver our goals and is summarised in the following statements, collectively known as 'How We Do Things':

- One team, one mission – create a better place.
- Focus on outcomes: deliver our commitments.
- Think big, act early, be visible.
- Seek partnership, show leadership, take responsibility.
- Innovate, move fast, stay agile.
- Value difference: include everyone.
- Be kind, stay safe and grow.

Our policies on bullying, harassment and discrimination.

We believe in providing a work environment that is free from bullying, harassment and discrimination, and that recognises the dignity of all our employees. We aim to ensure that our culture is built on mutual trust and respect, and everyone is treated with the dignity they deserve.

We will not tolerate bullying and harassment or discrimination, it is embedded in our code of conduct and we have policies and guidance in place to support and protect all our employees. We have the following measures, should you witness, or be subject to bullying and harassment. You can:

- Talk to one of our Respect at Work advisors;
- Call the Employee Assistance Programme;
- Contact a trade union representative;
- Speak to your manager, or another you feel comfortable with;
- Speak to a colleague.

Disability Confident Scheme

We are committed to the Disability Confident Scheme. We guarantee an interview for any person with a disability, defined by the Equality Act 2010 if:

- They have a physical or mental impairment;
- The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.

This positive action policy provides disabled applicants (which can include neurodiverse people and people with hearing loss and visual impairment) with the opportunity to demonstrate their abilities beyond the initial application stage by offering an interview providing the candidate meets the 'minimum criteria' for the job. By 'minimum criteria' the applicant must provide us with evidence in their application form which demonstrates that they meet the level of competence required for each essential competency, as well as meeting any of the qualifications, skills or experience defined as essential. To apply under this scheme, please go to the "Equality and Diversity" section of your online application.

Please note, the Disability Confident Scheme secures an invitation to interview, providing you meet the minimum criteria, it does not guarantee a job. At interview, all applicants will be marked solely on merit.

Reasonable adjustments

Interview Stage:

Candidates will be asked about any workplace adjustment that they might require during the interview process. This may include, for example, written version of interview questions, use of specialist software or additional time to complete an exercise, use of a sign language interpreter if a candidate is deaf.

On Appointment:

Any workplace adjustments you require will be discussed and put in place before you start work.

Disability leave

Disability leave is a workplace adjustment to help you manage your disability at work. You may need additional time off to support you with the assessment, treatment or rehabilitation for your medical condition and disability leave is designed to cater for this.

If you have a “physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities” (Equality Act 2010) you may be eligible to request disability leave. This can include neurodiverse people and people with hearing loss or a visual impairment.

Employee networks

We have an increasing number of employee networks and forums that support our employees and help us build an inclusive culture, including:

- Autism and ADHD
- Black, Asian, Minority Ethnic (B.A.M.E)
- Cancer
- Carers
- Chronic Pain
- Disability (such as dyslexia plus, hearing loss, visual impairment)
- EU Citizens
- Fatigue
- Faith and belief (such as Christian, Jewish, Muslim, Sikh)
- Gender Equality
- LGBT+
- Mental Health
- Respect at Work

Watch the video below to hear from some of our employees, and hear about their experience with us: [Value difference: include everyone - YouTube](#)



Further information

We will consider flexible working patterns for all our vacancies, including job share, so please let us know more at the assessment stage of the process.

Eligibility to apply and continuity of employment

Employment agency workers and contractors are considered to be external candidates and should therefore only apply for positions that are being advertised externally. They are not eligible to claim continuity of employment should they be successful in securing a position with the Environment Agency.

If you have been a member of a Regional Flood and Coastal Committee (RFCC) in the last 12 months, we will not be able to continue with your application based on agreed appointment rules related to employing ex-RFCC members. We would welcome an application from you once the 12-month period have passed.

For applicants who currently work in local government or other bodies listed in the Redundancy Payments (Continuity of Employment in Local Government etc.) (Modification) Order 1999, you may be eligible for continuous service for the purpose of calculating any future redundancy payment.

In addition, if you can demonstrate that you have worked at the Environment Agency immediately before joining the Civil Service and are now being re-employed by the Environment Agency within a period of three years of leaving, you may also count your Civil Service employment for the purpose of calculating your service-related entitlements as outlined above. If you are unsure of your status, you should contact your own HR Team.

Right to work and eligibility for employment

Before applying, it is the responsibility of all candidates to ensure they have the correct right to work documentation.

If you require sponsorship, please ensure that the position you apply for meets the UK Visa & Immigration (UKVI) requirements. If selected, your appointment would be subject to you obtaining and maintaining the relevant work visa terms and conditions set for you by UKVI.

Skilled worker visa

For candidates looking to obtain a certificate of sponsorship and a skilled worker visa; in line with EA's policy, internal individuals can apply for a new Skilled Worker visa or renew an existing one only if their current right to work visa expires within three months.

External candidates who currently hold a skilled worker visa and need a new one to begin employment with the EA are exempt from the requirement that their existing visa must expire within 3 months before applying for a Certificate of Sponsorship (CoS).

Candidates note, even if successful in post, EA cannot guarantee if a certificate of sponsorship can be issued as this will depend on the role and personal circumstances satisfying UKVI eligibility and availability of sponsorship certificates we are able to issue

Pre-employment checks

We apply the Baseline Personnel Security Standard (BPSS) check when recruiting employees to our posts. This includes a basic criminal records check.

For the great majority of roles in the Environment Agency this will be sufficient and only certain roles will require a higher level of clearance. Should this be necessary, you will be advised of this during the recruitment process.

Positions based at our London office or roles that require frequent travel to London require Counter Terrorist Check (CTC) level security clearance. This will be confirmed to you during the recruitment process.

Want to find out more?

To find out more about what it's like to work at the Environment Agency, please visit: environmentagencycareers.co.uk/working-here

Submitting your application

In order to apply, please submit your CV and a covering letter. Hays is acting as an employment agency advisor to the Environment Agency on this appointment. Click on the ['apply'](#) button and follow the instructions to upload a CV and cover letter.

Curriculum Vitae

Your CV should be no more than three A4 pages in length. It should be tailored to the requirements of the post and include details on your current and most recent role, skills, experience, notice period and salary.

Covering Letter

Your covering letter should be of no more than two A4 pages (Arial, 11pt)* and should outline your experience and suitability for the role, covering:

- Why you are interested in the role
- How you meet the essential criteria on page 4

If, at any stage, you have questions or problems, please contact our retained consultants at Hays Executive: Andrew Timlin (07887777735) or Owen Quant (07867695217) or email: Andrew.timlin@hays.com owen.quant@hays.com

Application withdrawal

If you wish to withdraw your application please contact Hays Executive

Application questions

For some roles, we'll ask you some specific questions, e.g., if you have a preferred work location. If you are eligible for the Disability Confident Scheme and want your application to be considered on this basis, you can indicate this in the relevant section of your application form.

*Error messages when uploading files

This occurs when the file being uploaded is either corrupt or contains formatting that the recruitment system cannot process. The result is that the form page saves but it then cannot find the file that was uploaded and the candidate receives an error message.

You are advised to use only standard paper sizes e.g. A4, and to keep formatting simple where possible, with the file size being under 10MB.

This issue should not prevent you from applying

The Selection Process

Assessments:

If shortlisted, you may be asked to take part in a Staff Engagement Exercise (SEE). This assessment will not result in a pass or fail decision. Rather, it is designed to support the panel's decision making and highlight areas for the panel to explore further at interview.

Interview:

You will be asked to attend a panel interview in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in "The Role" section. The interview panel may give a presentation topic to candidates for preparation ahead of the interview.

Interviews are scheduled to take place in person on **w/c 9th March**

Further details will be provided to shortlisted candidates. An alternative date may be possible for candidates who cannot make this date, please indicate if you will need this on your application.

Offer and feedback:

The timeline later in this pack indicates the date by which decisions are expected to be made – all candidates will be advised of the outcome of their application as soon as possible thereafter.

Unfortunately, we are only able to offer feedback to candidates who are shortlisted and attend interview. Candidates who pass the interview, but are not offered a post may be kept on a reserve list for 6 months for similar roles that arise.

Timeline:

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given.

Please note that these dates may be subject to change.

Application Closing Date 12:00 midnight 9th February

Initial interviews with Hays Executive w/c 23rd February

Assessments w/c 9th March

Final interview panel w/c 16th March



**Environment
Agency**