

London Borough of Bexley

Job Reference: PCI0000186

Job Description

Management Group: Place Communities and Infrastructure

Department/Section: Major Projects Infrastructure & Delivery

Job Title: Emergency Planning and Business Continuity Officer

Reports to: Emergency Planning and Business Continuity Manager

Purpose of the job

To assist the Council's Emergency Planning and Business Continuity Manager (EPM) in all aspects of their duties and act as their deputy as required. This includes providing assistance on:

Managing and developing the Council emergency planning and business continuity function; Responsibility for the development and maintenance of the Council's emergency and business continuity plans as required by the Civil Contingencies Act 2004.

Training Council staff in the emergency roles that are required to implement these plans; Responding to emergencies that require the implementation of the Council's emergency and business continuity plans, supporting the emergency services, the public and local businesses both during and in the aftermath as required.

Managing and developing the Borough Resilience Forum and maintaining partnerships that provide for effective local multi-agency emergency planning and response.

Participation in the development of London local authority regional capabilities including standardisation and meeting planning and response capability minimums as defined by the Local Authorities Panel.

Contract management of the emergency out of hours service including liaison with teams and departments, the management of the procedures required by the service and the performance management of the contractor.

To take up a position on the Acting Controller rota, under separate employment. This is an on call rota and cover out of hours and weekends all year round (Including Bank Holidays and Christmas). Whilst on that rota you will assume the role and responsibilities of the position of Acting Controller and support as a LALO.

Be responsible for the usage of corporate credit card in order to resolve an emergency incident which may require additional Council spending at the time.

Principal accountabilities

Implementation

To support the Emergency Planning and Business Continuity Manager with the arrangements for the Council's strategic management during and emergency including training and exercising so as to ensure that the Council's strategic response is effective and co-ordinated with the emergency services and partners.

To provide administrative support to the Bexley Borough Resilience Forum, (BRF), maintaining contact details for representatives and preparing agendas and minutes. In the absence of Emergency Planning and Business Continuity Manager, represent the BRF at the South East Sub-Regional Resilience Forum (SRRF).

When required to do so, to represent the Council at local authority and multi-agency resilience meetings, training events and exercises, whether ad-hoc or part of the local, regional or national structures.

To assist in ensuring that Business Continuity Planning is promoted to businesses and voluntary organisations in the borough to the requirements of the Civil Contingencies Act so that these organisations are aware of the need to develop their own continuity plans which will enable them to effectively recover from an incident affecting their operations.

In consultation with the membership of the BRF, to assist in maintaining the Borough Risk Register.

To act as deputy to the Council's Emergency Planning and Business Continuity Manager during a major and other less serious emergencies, providing advice and support to the Council's Strategic (Gold) and Tactical (Silver) response Groups.

Together with the Emergency Planning and Business Continuity Manager, to act as the first point of contact for the emergency services when they alert the Council of an emergency incident that may require the implementation of emergency plans. When contacted, to determine the implications for the Council and implement the initial response.

To attend any emergency that may necessitate the implementation of plans, to gain information, liaise with and assist local residents and offer advice and assistance to Council staff on the ground dealing with the incident including implementation of relevant plans.

To assist in producing, maintaining and making available the Council's emergency plans providing information and an effective set of instructions to ensure an effective response to an incident and ensure compliance with the requirements of the Civil Contingencies Act 2004.

To assist in producing, maintaining and making available the Council's business continuity plans, to ensure that the Council is able to respond to and recover from an incident affecting its normal business. Ensure these plans are available on the Council's intranet.

To work with the Emergency Planning and Business Continuity Manager in promoting public awareness of local risks and preparedness advice through the Council's website and other local campaigns.

To maintain the local details for the MTPAS, (Mobile Telecommunication Privileged Access Scheme), which ensures that designated Council telephones will function during an emergency.

To maintain arrangements to receive and distribute severe weather, flood and Thames Barrier warnings throughout the Council and to partner organisations.

To help make the necessary arrangements to facilitate and provide support during Bexley's period as London Local Authority Gold including communication and liaison with the London Local Authority Coordination Centre, (LLACC).

Together with the Emergency Planning and Business Continuity Manager, put in place the necessary rotas and arrangement to ensure a 24/7 response to emergencies including being available out of hours and supporting the on duty Acting Controller and/or LALO.

To develop and maintain effective working relationships with the local emergency services, NHS, statutory undertakers and voluntary organisations to ensure an effective and co-ordinated response to an emergency.

To develop and maintain the Borough Emergency Control Centre, ensuring it is fully operational when required. Recruiting staff volunteers to operate the Centre and providing regular training to ensure an effective response is available at all times.

To act in the role of BECC Manager, tactical advisor or loggist to GOLD as and when required.

To manage the BECC and its staff when any election is called, or when the establishment of the command centre has been deemed to be necessary to provide a robust communication centre outside of an emergency.

To help ensure that the Council's plans provide equality of opportunity for all members of the public.

To maintain the Council's officer call out list to ensure a timely and effective response to an emergency that may necessitate the implementation of our plans.

To assist in developing and delivering an effective training programme, covering all aspects of the Council's emergency and business continuity management arrangements, for those Council staff that have a role. To ensure that they are fully aware of their role and responsibility during an emergency or an incident affecting the Council's normal business functions.

To assist in devising and implementing emergency planning and business continuity exercises as required to test the effectiveness of the Council's plans and to review the findings of the exercises, produce reports and implement necessary changes.

To carry out any other task commensurate with the grade or requiring the post holder's attention, including undertaking projects and tasks at the request of the Emergency Planning and Business Continuity Manager or deputy director.

Together with the Emergency Planning and Business Continuity Manager participate in the London local authority regional emergency planning, standardisation work, compliance with the minimum standards as requested by the Local Authorities Panel.

To participate in training and exercises, developed and delivered on behalf of the Local Authorities Panel.

To assist the Emergency Planning and Business Continuity Manager (EPM) in the contract management of the Out of Hours Emergency Duty Officer Service, (EDO).

To liaise with teams and departments in developing the procedures needed for the contractor to deliver the EDO service. To maintain and update a library of the procedures and enter them on the Council's current customer handling system. To audit the messages created by the EDO service provider for compliance with procedures.

To assist the Emergency Planning and Business Continuity Manager in the performance management of the EDO service provider, collating performance data and participating in performance meetings.

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Personal Effectiveness

To present timely and relevant professional emergency management advice and assistance as required to officers and elected Members.

To deal promptly with all matters requiring the post holder's personal attention.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.

To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

Person Specification

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
<p>(a) <u>Education & Formal Training</u></p> <p>A relevant degree (or equivalent qualification) in Emergency Planning/Business Continuity</p>	D	A, I
<p>(b) <u>Relevant Technical Experience & Knowledge</u></p> <p>Appropriate experience of Emergency Planning and Business Continuity, including recent experience in an emergency planning environment with a Category I responder organisation (e.g. local authority or emergency services).</p> <p>Experience of partnership working between public, private and voluntary organizations.</p> <p>A good, up to date knowledge and understanding of the legislation and current issues relating to emergency planning.</p> <p>An awareness of business continuity planning and promotion.</p> <p>An understanding of risk assessment.</p> <p>Experience of devising and delivering training</p> <p>Knowledge of the organisation and functions of a local authority.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A, I</p> <p>A, I</p> <p>A, I</p> <p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p>
<p>(c) <u>Relevant Skills & Abilities</u></p> <p>English Language Requirements for Public Sector Workers:</p> <ul style="list-style-type: none"> • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. 	E	A.I

Ability to understand/interrogate information /data in order to assist in decision making and forward planning.	E	A,I
Ability to write reports which will be used to provide information to Officers and Members alike.	E	A,I
Ability to remain calm in very stressful situations, and resolve them using a structured and logical approach	E	A,I
Ability to manage a range of task at the same time.	E	A,I
Ability and capacity to manage workloads and meet deadlines.	E	A,I
Ability to use basic computer programmes such as word, excel, powerpoint or similar	E	A,I
(d) <u>Other Additional Requirements</u>		
There will be a need for the successful candidate to be part of a rota which will be on call over nights/ weekends and public holidays including Christmas New Year and Easter.	E	A,I
The successful candidate will be able to drive and not have any restrictions on their licence which prevents them from driving.	E	DL
Have access to their own vehicle whilst on call	D	A,I

KEY:

I = Interview

A = Application Form

DL = Driving Licence

Applicants will be assessed against these criteria and the following high performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them</p>

	<p>I adapt my style to the audience and their needs, using the most appropriate communication channels</p>	<p>I empower staff to make decisions and changes to improve value for money, customer service and productivity</p>
<p>Open and Accessible</p>	<p>I see issues from the customer / user perspective</p> <p>I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs</p> <p>I seek to build and maintain positive relationships with customers and partners</p>	<p>I am accessible to my service users, customers, staff and Members</p> <p>I communicate and share a clear vision for the bigger picture as well as specific service areas</p> <p>I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations</p>
<p>Impact</p>	<p>I prioritise my activities and resources to focus on those which have the most impact for residents</p> <p>I take responsibility for making things happen and achieving my objectives</p> <p>I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence</p>	<p>I design services that provide value for money and deliver our outcomes, informed by evidence</p> <p>I produce, prioritise and adapt plans to meet changing requirements</p> <p>I set interim goals to achieve notable wins on the way to larger objectives</p> <p>I deal with poor performance</p>