

Role profile

Job Title:	Emergency Management Officer	Grade: 10	Spinal column point range: 37 - 40
Department:	Emergency Management Service	Post no:	44565
Directorate:	Resources	Location:	Hybrid

Role reports to:	Head of Emergency Management
Direct Reports:	None
Indirect Reports:	Indeterminate number of council officers undertaking emergency response roles during an emergency.
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>	

Job description

PURPOSE OF ROLE:

- To work within the Emergency Management Service, supporting every aspect of the council's Emergency Planning, Emergency Response and Business Continuity Management functions.

KEY ACCOUNTABILITIES:

Challenge, Change and Improvement

- Assist the service in meeting the requirements of the London local authority Resilience Standards for London (RSLs).
- Assist the service in meeting the requirements of ISO 22301 Business Continuity standards.
- Contribute to the design and delivery of a comprehensive training & exercise programme for officers with Emergency Planning (EP) & BC response/recovery roles.
- Contribute to activities which embed a culture of organisational resilience and preparedness.

Project and Work Management

5. Provide information, via effective research, to enable the successful completion of risk assessments.
6. Support the Head of Emergency Management in the development and maintenance of corporate emergency plans and procedures.
7. Contribute to the development and maintenance of emergency and BC plans between directorates and services, and between the Authority & Category 1 & 2 responders.
8. Maintain oversight and distribution of the emergency response team rota's, contact lists and other administrative documents.
9. Support council objectives through effective 2-way communication between team & line management.
10. Take part in the rota for the Council's Duty Resilience Advisor.
11. Support the team in creating a motivational and supportive environment, ensuring information is regularly and clearly disseminated throughout the team.
12. Be a self-starter and proactive in undertaking tasks to support the service.
13. Monitor personal performance in relation to key performance indicators. To undertake training and development in order to attain personal targets.

Communication

14. Provide relevant material to support the publication of EP and BC procedures.
15. Contribute to the promotion of BC and EP to local businesses, residents, staff and voluntary organisations.
16. Communicate effectively with external partner agencies.
17. Customer Engagement and Influencing.
18. Assist the Head of Emergency Management in providing written advice & assistance to colleagues, senior managers and Elected Members.
19. Maintain good working relationships with both internal and external colleagues.
20. Ensure the needs of our customers are considered at all times.
21. Be competent in the use of ICT systems, particularly Microsoft Office, Teams and video conferencing.

Other

22. Attend training in pan-London emergency response and recovery arrangements.
23. Undertake any other duties commensurate with the level of the post.
24. Represent Ealing Council on regional Emergency Planning Groups, as required.

KEY PERFORMANCE INDICATORS:

- Organisational effectiveness as measured through customer satisfaction and performance measures.
- Successful achievement of targets within service business plans.
- Successful achievement of objectives within employee appraisal.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Service Heads and Directors
- Officers with additional emergency response roles
- Strategic partners
- Suppliers
- Category 1 & 2 Responders
- London Resilience Group/Unit and London Councils
- Voluntary / Faith / Community Groups
- Local businesses

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- N/A

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. ******A clear understanding of the Civil Contingencies Act (2004) and all other regulations relating to Emergency Response & Business Continuity
2. ******A clear understanding of integrated emergency management at a local, regional and national levels
3. Working knowledge of the Risk Assessment process under the CCA
4. ******Working knowledge of information, communication and technology systems used in support of emergency response and BC management
5. Working knowledge of exercise design and delivery
6. Able to monitor own work performance in line with service level targets.
7. ******Self – motivated and able to work on own initiative

ESSENTIAL QUALIFICATIONS, EXPERIENCE AND REGISTRATION:

Essential Experience:

1. Experience in the production of detailed training needs analysis, training programme design & course design.
2. ******Experience of liaising with both Category 1 & 2 responders.
3. ******Experience working in Emergency Planning or Emergency Response in a Local Authority, or with other Category 1 & 2 responders.
4. ******Experience of producing and maintaining plans and procedures for Emergency Planning.
5. ******Experience of using computer software to produce documents including all standard MS Office applications.
6. Experience of using databases to manage training records, risk assessments, contingency plans or other EP specific information.

7. Using social media or online tools to analyse or capture information, or as a decision support tool in emergency response or other operational contexts.
8. Experience of promoting Emergency Planning and Business Continuity to local residents and businesses.
9. Experience of developing mechanisms for warning and informing communities, in accordance with the CCA.
10. Experience of responding to a major emergency or other serious incident

Essential Qualification(s):

1. ******Good general standard of Education to Degree level in an Emergency Management discipline

Or

2. ******Good general standard of education to Degree level in another discipline combined with some vocational training in an emergency management discipline

Or

******Good standard of education to A level or equivalent combined with significant vocational training in an emergency management discipline.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards