

Role profile

Job Title:	Emergency Management and Business Continuity Officer	Grade: 11	Spinal column point range: 35-37
Department:	Emergency Management Service	Post no:	66139
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

1. Assist the service in meeting the requirements of the London local authority Resilience Standards for London (RSLs).
2. Assist the service in meeting the requirements of ISO 22301 Business Continuity standards and delivery of the council's Business Continuity Management programme.
3. Lead the improvement and on-going maintenance of the Business Continuity Management programme, including the delivery of the EM/BCM Policy, BCM Framework, and development of relevant plans and documentation across all council services.

4. Ensure compliance with the Emergency Planning and Business Continuity requirements within the Civil Contingencies Act, 2004.
5. Provide guidance on best practice in relation to Business Continuity Management, acting as project manager/subject matter expert for Service compliance on relevant legislation and standards, and delivering business continuity training and exercises.
6. Contribute to the design and delivery of a comprehensive training & exercise programme for officers with Emergency Planning (EP) & BC response/recovery roles.
7. Contribute to activities which embed a culture of organisational resilience and preparedness.
8. Develop & maintain corporate & departmental Business Continuity plans in line with ISO 22301 and the BCI Good Practice Guidelines (2018), to ensure that the Council can continue to respond to emergencies and support and reduce the impact to the public even when the Council is directly affected by disruptive challenges.
9. Develop Business Continuity Procedures, Business Impact Analysis, and Business Continuity Plan Templates and associated guidance aligned to ISO 22301 and the BCI good Practice guidelines (2018).
10. As subject matter expert, support Department Business Continuity Plan Leads in the completion of their BIA and BC Plans and aid in the identification of options for actions that could be taken should an incident occur.
11. Support service commissioners to scrutinise existing and incumbent suppliers to ensure they possess effective BCPs and appropriate preparedness to maintain council services during disruption.
12. Support the promotion of both business continuity and emergency planning to local businesses, residents, staff & voluntary organisations.

Project and Work Management

13. Provide information, via effective research, to enable the successful completion of risk assessments.
14. Support the Head of Emergency Management in the development and maintenance of corporate emergency plans and procedures.
15. Contribute to the development and maintenance of emergency and business continuity plans between directorates and services, and between the Authority & Category 1 & 2 responders.
16. Administer the council's BCM programme, including the maintenance of Business Impact Analysis, BCPs, training content and exercise opportunities, and the BCM System utilised to maintain the programme.

17. Maintain oversight and distribution of the emergency response team rota's, contact lists and other administrative documents.
18. Support council objectives through effective 2-way communication between team & line management.
19. Take part in the services' Resilience Advisor rota and undertake the role to support on-call emergency response officers.
20. Support services' impacted by internal disruptive events, including Incident Management Team meetings, advice and administrative support.
21. Support the team in creating a motivational and supportive environment, ensuring information is regularly and clearly disseminated throughout the team.
22. Be a self-starter and proactive in undertaking tasks to support the service.
23. Monitor personal performance in relation to key performance indicators. To undertake training and development in order to attain personal targets.

Communication

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

Other

32. Attend training in pan-London emergency response and recovery arrangements.
33. Undertake any other duties commensurate with the level of the post.
34. 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.
- Successful delivery of the Emergency Management Work Programme
- Successful delivery of the Business Continuity Management Framework.
- Compliance with key performance assessments, assurance processes and external audits, including Resilience Standards for London and National Occupational Standards.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

- Senior Leadership Team and Directors
- Assistant Directors
- Heads of Service
- Officers with emergency response roles
- Officers with Business Continuity responsibilities
- Suppliers
- Category 1 & 2 Responders
- London Resilience Group/Unit and London Councils
- Voluntary / Faith / Community Groups
- Local businesses

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Procurement authorisation of up to £5,000.00, via corporate credit cards, to make purchases to alleviate the suffering of impacted residents and businesses during an emergency.
- Support the Head of Emergency Management with the active monitoring of the service Remuneration Budget and liaison with Payroll Services.
- Complete, upon request, budget forecasting for the Remuneration Budget.

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES

1. ******A clear understanding of the Civil Contingencies Act (2004), ISO 22301, BCI good Practice guidelines (2018) 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. ******A clear understanding of the best practices to delivering an effective Business Continuity Management programme.
4. Working knowledge of risk management and the approaches to developing risk assessments to manage external and internal risks.
5. ******Working knowledge of information, communication and technology systems used in support of emergency response and BC management.
6. Working knowledge of effective training and exercise design and delivery.
7. Able to monitor own work performance in line with service level targets.
8. ******Self – motivated and able to work on own initiative.
9. High level of interpersonal, influencing & presentation skills including working with internal and external partners.
10. ******Ability to effectively prioritise own work, meet tight deadlines and that of others, to work flexibly according to the changing needs of the service demonstrating clear evidence of adaptive leadership.

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 how a BCM programme should be delivered within a large, complex organisation.
6. **Experience of using computer software to produce documents including all standard MS Office applications.
7. Experience of using databases to manage training records, risk assessments, contingency plans or other EP specific information.
8. Using social media or online tools to analyse or capture information, or as a decision support tool in emergency response or other operational contexts.
9. Experience of promoting Emergency Planning and Business Continuity to local residents and businesses.
10. Experience of developing mechanisms for warning and informing communities, in accordance with the CCA.
11. Experience of responding to a major emergency or other serious incidents.

Essential Qualification(s):

1. **Good general standard of Education to degree level in an Emergency Management or Business Continuity Management discipline.
- Or
2. **Good general standard of education to Degree level in another discipline combined with some vocational training in an Emergency Management or Business Continuity Management discipline.
- Or
3. **Good standard of education to A level or equivalent combined with significant vocational training in an Emergency Management or Business Continuity Management discipline.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• 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	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• 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	• 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	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards