

Management Grouping:	Finance & Corporate Services
Team:	Risk and Assurance
Post Title:	Emergency Planning and Business Continuity Officer
Reporting to:	Head of Emergency Planning and Business Continuity
Grade:	12

Purpose of the job

To support the direction and management of the Council's Emergency Planning and Business Continuity Management arrangements; complying with the Civil Contingencies Act 2004 and associated statutory guidance, Resilience Standards for London and other relevant legislation and standards. To support and deputise for the Emergency Planning and Business Continuity Manager (EPM) in ensuring the Council meets its statutory resilience responsibilities and can effectively prepare for, respond to and recover from emergencies.

To continuously improve service quality and work corporately to contribute to the achievement of the Council's vision.

Principal accountabilities

Strategy

Support the development, review and implementation of the Council's Emergency Planning and Business Continuity policies, procedures and frameworks. Ensure arrangements reflect relevant legislation, guidance and local resilience requirements and contribute to maintaining organisational preparedness for emergencies and disruptive incidents.

Provide professional support and practical solutions in response to incidents, emerging risks and changing resilience requirements. Assist in implementing civil contingency measures and resilience activities in line with guidance from regional and local resilience partners.

Provide advice and support to officers during emergency incidents and business continuity events, assisting with the gathering and interpretation of information, maintaining situational awareness and supporting effective decision making in line with established procedures and professional guidance.

Represent the Council at resilience meetings, exercises and partnership groups as required, supporting liaison with local authorities, emergency services and other partner agencies. Contribute to multi agency planning activities and help maintain effective working relationships that support coordinated emergency preparedness and response arrangements.

Support the administration and coordination of the Borough Resilience Forum and associated partnership arrangements, including organising meetings, maintaining action plans and contributing to collaborative resilience planning across partner organisations.

Direction

Manage and coordinate Emergency Planning and Business Continuity activities to support the Council's corporate priorities, statutory responsibilities and resilience objectives. Ensure consistent standards, effective service delivery and appropriate coordination of resilience arrangements across Council services.

Coordinate and oversee the Council's emergency response on call rota, ensuring appropriate out of hours cover, staff availability and operational readiness to support the Council's response to incidents and emergencies.

Manage the operational readiness of the Council's Borough Emergency Control Centre and associated emergency response equipment. Ensure facilities, systems and procedures remain fit for purpose and capable of supporting emergency response arrangements when required.

Provide leadership and support to staff involved in Emergency Planning, Business Continuity and incident response activities, ensuring they are appropriately trained, supported and prepared to undertake their roles during emergencies and disruptive incidents. Support post incident debriefing, staff welfare and the identification of learning outcomes following incidents and exercises.

Coordinate organisational learning activities arising from exercises, incidents and business continuity events, ensuring lessons identified are monitored and, where appropriate, incorporated into plans, procedures and working practices to support continuous improvement.

Lead the development, implementation and review of Emergency Planning and Business Continuity arrangements across Council services, ensuring compliance with relevant legislation, guidance and resilience standards and supporting effective partnership working with external agencies and resilience partners.

Implementation

Oversee the operational readiness of the Council's Borough Emergency Control Centre, ensuring facilities, systems and emergency response equipment are appropriately maintained, tested and available for deployment when required. Arrange routine checks, report faults and coordinate repairs or replacements within approved budgets and procedures.

Coordinate the implementation of the Resilience Standards for London assurance framework by supporting evidence collection, monitoring service submissions and tracking improvement actions to support compliance with agreed resilience standards and timescales.

Develop and deliver Emergency Planning and Business Continuity awareness activities, including guidance, briefings and training for staff, residents and businesses. Ensure materials are kept up to date, reflect current guidance and support understanding of emergency preparedness and business continuity responsibilities.

Coordinate the Council's business continuity management processes by supporting services in the development, review and testing of business continuity plans, monitoring compliance with required processes and assisting with the implementation of improvements identified through exercises and reviews.

Provide advice and guidance to businesses within the borough on Emergency Planning and Business Continuity arrangements, including supporting the development of resilience measures and providing practical guidance that reflects local risks, legislation and good practice.

Organisational Control and Development

Coordinate the Council's business continuity management processes by supporting services in the development, review and testing of business continuity plans, scheduling exercises and monitoring outcomes to ensure required procedures are followed. Identify areas for improvement, provide advice on corrective actions and support services in embedding improvements within available resources.

Review and improve the procedures, processes and working methods within the Emergency Planning and Business Continuity function to support an effective, efficient and coordinated approach to service delivery and resilience management.

Support the development and implementation of working practices that make effective use of technology to improve service delivery, communication and operational efficiency, while contributing to the safety and wellbeing of staff, residents and the wider community.

Staff Management and Development

Support the recruitment, induction, development and appraisal processes for staff involved in Emergency Planning and Business Continuity activities, working with managers to ensure staff have appropriate training and development opportunities to meet service requirements and support equality of opportunity.

Develop and deliver Emergency Planning and Business Continuity training, briefings and exercising activities to support staff awareness, capability and preparedness across Council services. Translate relevant legislation, guidance and resilience requirements into practical learning and development activities appropriate to a range of staff roles and responsibilities.

Coordinate the development and maintenance of a pool of trained emergency response officers by supporting recruitment, induction, training and refresher arrangements. Assist in maintaining competency records, supporting exercises and ensuring staff remain prepared to undertake emergency response roles.

Build positive working relationships with staff across Council services to encourage participation in Emergency Planning and Business Continuity activities, promote awareness of resilience responsibilities and support a culture of continuous improvement and collaborative working.

Deliver Emergency Planning and Business Continuity awareness activities for staff, residents and businesses, ensuring guidance and communications are clear, accurate and appropriate for different audiences and levels of understanding.

Work with managers, services and partner organisations to support the development of organisational resilience capability, ensuring training, exercising and development activities reflect operational requirements, local risks and relevant good practice guidance.

Personal Effectiveness

To present timely and relevant advice and information to Members and to ensure that Group Leaders are briefed on major and sensitive issues.

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.

Work with Borough Resilience Forum Partners and the Councils Risk team to regularly review National and London risk registers and inform the development and monitoring of local borough and corporate resilience risks and risk registers.

Person Specification

Management Group: Finance and Corporate Services
 Department/Section: Risk and Assurance
 Job Title: Emergency Planning and Business Continuity Officer

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training (a) Education and formal training Professional and/or academic level qualification or equivalent or substantial vocational experience in an emergency planning field. A Recognised Qualification in Business Continuity (BCI or equivalent) or willingness to work towards. Membership of a recognised emergency planning organisation/society, e.g., Emergency Planning Society, Institute of Civil Protection and Emergency Management.	D D D	I/A I/A A
(b) Relevant technical experience, knowledge & skills/abilities Experience of working within a technical, operational or specialist support role within a local authority, public sector or similar service environment. Experience of working collaboratively with colleagues across teams and services to support the delivery of operational activities and projects. Experience of supporting the implementation and review of policies, procedures and service plans within the area of responsibility. Ability to support service delivery effectively within a changing operational and financial environment.	E E E E E	A/I A/I A/I A/I A/I

Ability to build positive working relationships with colleagues, partners and stakeholders.	E	A/I
Ability to organise, prioritise and coordinate a range of activities and competing demands within the service area.	E	A/I
Ability to assist with the development and delivery of training, exercises or awareness sessions relating to emergency preparedness, business continuity or related service areas.	E	A/I
Experience of providing advice and guidance to staff, managers, partners and community groups on operational procedures and service-related matters.	E	A/I
English Language Requirements for Public Sector Workers. • 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
(c) Other Additional Requirements		
Ability to travel around the Borough and across London.		

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, 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	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

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

These HPI values should not be changed.