

Job Capsule Supplementary Information: Emergency Management & Business Continuity Officer

This supplementary information for **Emergency Management & Business Continuity Officer** is for guidance and must be used in conjunction with the Job Capsule for **Job Family: Business Services Job Zone – 2 / Level - 4**

Role Purpose:

To lead on the council's planning, testing and response arrangements for business continuity and emergency incidents, in line with the Civil Contingencies Act 2004.

To take an active role in the council's response to an emergency/business continuity incident, coordinating council services in a collaborative response with emergency responders and other partners.

To lead on engagement and maintain effective working relationships with key stakeholders – chief officers, elected members, council services, Category 1 & 2 responders, volunteer members of the Crisis Support Team and other groups.

Example outcomes or objectives that this role will deliver (this is not an exhaustive list):

(Approx. six to eight key statements)

- To manage a challenging workload with conflicting priorities, this will include delivering and testing response and recovery plans for the council and external partners and to support colleagues to work collectively to this end.
- To participate in the out of hours Duty Emergency Planning Officer rota, To lead and facilitate Camden's initial response and support to emergency responders in relation to an incident.
- To lead on identification, design and delivery of projects that improves the council's and communities response to risks related to emergency or business continuity incidents.
- To assess and develop training and exercising of Crisis Support Team and other Council staff in relation to their response roles.

People Management Responsibilities:

There are no formal management responsibilities in this role. The Duty Emergency Planning Officer rota will require the management of Crisis Support Team staff in various roles during an incident; e.g. Local Authority Liaison Officer, Borough Emergency Control Centre staff, Rest Centre managers and staff.

Relationships;

The role will be expected to build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the council) acting as a point of expertise. This could include but would not be limited to the following work areas:

- Identification, assessment and reduction of risks. To include the maintenance of the Borough Risk Register on behalf of the Borough Resilience Forum.
- Work with emergency planning/business continuity professionals across London to ensure that adequate response plans and resources are in place when responding to an incident.
- Facilitating decisions and action plans through partnership working, e.g. Borough Resilience Forum, London - North Central sub region resilience forum.
- Work with businesses and the voluntary sector to promote business continuity.
- Using data and information to assist with response decisions during an emergency/business continuity incident.
- Provide advice and support to senior managers and officers across the Council, requiring the ability to communicate effectively to different audiences and to provide timely responses to a wide range of enquiries, often relating to complex matters.

Work Environment:

(Describe the work environment e.g. office based, outdoors etc.)

- The post holder will be required to work in any Council building. Primary locations will be Dennis Geffen Annex and 5 Pancras Square.

- The post holder will be expected to be on call out of hours 1 week in every 6 for which a stand by allowance is payable, to undertake the Duty Emergency Planning Officer role covering both emergency and critical incidents. The post holder may occasionally be required to work at weekends, early mornings or in the evenings particularly if the working model for the service includes out of hours arrangements.
- The post holder will work in an “agile” way in line with the council’s move to flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.
- Post holders are expected to work on their own where it is safe to do so and have regard to the Council’s lone working policies working with colleagues and partner agencies where appropriate.

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- Detailed knowledge of emergency planning and business continuity.
- Understanding of pan London and local government responsibilities and arrangements under the Civil Contingencies Act 2004.
- Ability to engage effectively with politicians and senior decision makers from across the Council and Community Safety Partnership.
- Capacity to show resilience and tenacity in the face of problems and work effectively to resolve these.
- Strong communication and influencing skills, including writing reports and letters.
- Ability to analyse, assess and present data and information effectively.
- Knowledge and experience of risk within the context of emergency planning and business continuity.
- Ability to make decisions under pressure often based on limited information, with wide ranging implications for the Council, its partners and community.
- Ability to design, facilitate and deliver plans and capabilities within a partnership setting.
- Knowledge of and ability to manage sensitive intelligence and information securely and safely.

- Understanding of child protection and adults at risk issues and the legal responsibilities surrounding these issues.
- The role will be based in an “Enabled and Empowered Team” focused service where all officers are expected to work as “one team” to assist the development of a culture where knowledge and experience is shared and the responsibility for making decisions on complex issues is shared, where appropriate. The post holder will take a lead on this.
- It’s desirable that they have a degree level qualification in an emergency planning or business continuity related field.

The role will be required to demonstrate or develop knowledge and skills across a range of specific work areas, which could include but would not be limited to:

- Domestic Violence and Abuse (DVA) – Understanding how to use safety interventions to reduce risk
- Youth Violence – Having the capacity to work effectively around attendant issues such as Child Sexual Exploitation.
- Safeguarding – Working in partnership to protect vulnerable adults and children
- Preventing Violent Extremism – Understanding the links to Community Cohesion and Community Resilience and Hate Crime
- Rough Sleeping and Street Population issues - Understanding the impacts in relation to community safety, crime and community confidence
- Antisocial Behaviour – Using legislation and interventions such as CCTV to reduce risk to victims
- Crime Reduction – Understanding how work with offenders can reduce risk, especially in terms of hate crime and DVA.
- Providing community reassurance following critical incidents

The post holder will be required to demonstrate behaviours and approaches that maximise the Council’s “ways of working” principles, there are:

Deliver for the people of Camden
 Work as one team
 Take pride in getting it right

Find better ways (innovation and creativity)
Personal responsibility

Structure Chart – please insert or attach an up to date structure chart showing this role