



HILLINGDON

LONDON

Job Profile

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| JOB TITLE: | Emergency Planning Officer |
| GRADE: | POA |
| POST NO: | Post Specific |
| JOB TIER: | |
| DBS CHECK: | Standard |
| GROUP: | Central Services |
| SERVICE: (EM&RS) | Emergency Management and Response Service |

REPORTING STRUCTURE

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| Reports to: Manager | Emergency Management and Response Service |
| Direct Reports: | Nil |
| Indirect Reports: | Nil |

ROLE PURPOSE:

Provide support in respect of emergency management and resilience to ensure that the London Borough of Hillingdon meets its statutory obligations under the Civil Contingencies Act 2004.

Be a subject matter expert and source of advice on emergency planning and resilience to the Council and provide resilience advice to the Corporate Management Team in response to any emergency and major incident.

Create, maintain and review emergency plans and capabilities to reflect statutory, government and corporate policy/vision.

Ensure the Emergency Management and Response Service reflects the Council's priority of putting residents first.

A. Job Description

1. People Management

- No direct supervisory responsibility however the role holder will be required to train and exercise Council staff with an emergency management role.

2. Resident & Community Contribution

- To demonstrate an understanding of the Council's *Customer Care Standards* and ensure that these standards are understood by staff and met in order to deliver the Council's vision of 'putting our residents first'.
- The Council is committed to putting outcomes for residents, businesses and communities at the heart of preparedness. The role will be integral to ensuring that the Council has emergency plans that are in line with the risks our communities face and that are tested, validated and fit for purpose.
- To champion and act as an advocate for emergency preparedness and resilience across the organisation, delivering training and helping build a diverse cohort of staff able to support the Council's response to an emergency/major incident.
- To proactively engage with the London Resilience Unit and other partners in order to improve the Council's preparedness and also ensure that the Council is actively contributing to London's regional preparedness.
- To lead by example in modelling and embedding the Council's values and behaviours, working collaboratively with residents, colleagues, partners and other stakeholders to help build an effective organisation delivering great value for its residents.
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3. Operational Service Delivery

- To contribute to the maintenance of the Borough Risk Register, taking into account national, regional and local risks and actively horizon scanning for future risks.

- To lead the Council's work to develop, improve and maintain major incident and emergency plans, that will enable the Council to support statutory partners and the community to respond to and recover from a major incident or emergency.
- To ensure that plans take in to account common consequences of known risks and review the Council's capabilities to respond to those consequences, escalating areas of risk as appropriate.
- To develop and maintain a regular programme for the review, testing and validation of the Council's major incident and emergency plans, taking a risk-informed approach.
- To maintain the Council's emergency management rota systems.
- To assist the Council in delivering its business continuity requirements.
- To champion emergency preparedness across the Council, maintaining and delivering a comprehensive training programme for emergency response roles, and raising awareness of risk and contributing to a culture where 'resilience is everybody's business'.
- Providing expert advice and guidance on emergency preparedness, including participating in testing or reviewing emergency plans for large scale or high-risk events.
- To build strong partnerships with external stakeholders, including London Resilience and other London local authorities, to share information and improve the Council's preparedness
- To support the Council's contribution to London's preparedness by assisting or leading the development of capability frameworks for which the Council is the lead.
- To be part of the Council's response to and recovery from major incidents and emergencies, including working out of hours or at weekends, using your knowledge of the Council's emergency plans to act as a resilience advisor to the command team and escalating risks and issues accordingly.

4. Service Planning & Development

- To assist and support the annual emergency management and response strategy for the London Borough of Hillingdon and the Hillingdon Resilience Forum to reflect national, regional and local priorities.

- To ensure that service business plans reflect the need to identify risk against a changing context, to write and refresh plans against that context and implement a regime of exercising/testing
- Ensure clear Service Level Agreements (SLAs) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLAs are not met.
- Develop and maintain a succession plan for all key roles within Emergency Management and Response service.

5. Financial & Resource Management

- To support the service manager in the effective management of the allocated service budget as appropriate.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- Manage the Emergency Management and Response audits associated resources (capital and revenue) in an efficient, effective and economic manner. Identify and support bids for investment opportunities, as appropriate.
- Organise and maintain the Council's Emergency Response arrangements, ensuring they are effective and kept current. Audit, review and recommend to the Council the reorganisation of those arrangements so they both meet the Council's current legal obligations and reflect current best practice.
- Act on behalf of the Council when organising the provision of 'mutual aid' assistance (in response to emergencies/major incidentx) to other organisations: deciding what resources are required, when, for how long, etc.

6. Continuous Improvement

- Support the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Support the continuous monitoring of emergency management and the processes for planning and responding to emergencies.

- Horizon scanning in respect of emergency management and resilience, with particular regard to learning following emergencies and major incidents across the country.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for victims.

7. Contacts

- Primary contact will be with other officers within the Council, residents and their representative bodies.
- Chief Executive, Corporate Management Team, Heads of Service, all Council officers and Elected Members. All ranks/levels of emergency services up to Gold command level in the event of a major incident.
- Set up and maintain effective working relationships and consultation arrangements with those organisations with which the Council is likely to work in the process of delivering a response to a major incident and address key issues facing the Council e.g. the emergency services, neighbouring local authorities, voluntary sector organisations.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed service goals, priorities and strategies.
- Delivery against allocated budgets and MTFE saving targets
- Resilience Standards for London annual self-assessment improves year upon year.
- Delivery of agreed PADA objectives

B. Person Specification

Emergency Planning Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

| 1. QUALIFICATIONS | ESSENTIAL ✓ | DESIRABLE ✓ |
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| Qualification in emergency planning or related field, from recognised bodies (e.g. Emergency Planning College). or can evidence that you are currently working towards these qualifications. | | ✓ |
| Evidence of continuing professional development | ✓ | |
| A good standard of education | ✓ | |
| 2. STATUTORY or ROLE SPECIFIC REQUIREMENTS | ESSENTIAL ✓ | DESIRABLE ✓ |
| On occasion, be required to work unsocial hours from normal residential address in response to the occurrence of incidents outside normal working hours. | ✓ | |
| Based at the Civic Centre when not working from home but required to attend emergency incidents anywhere in the Borough. | ✓ | |
| UK driving licence or equivalent and use of own vehicle. | ✓ | |
| 3. EXPERIENCE | ESSENTIAL ✓ | DESIRABLE ✓ |
| Proven track record of working successfully in emergency planning and resilience in the public sector or other large organisation. | ✓ | |
| Experience of successfully communicating key information to and securing support from a range of audiences including those at Cabinet and officer level or equivalent and to a range of external stakeholders. | ✓ | |
| Experience of devising and delivering effective training. | ✓ | |
| Experience of writing and testing emergency plans and capabilities. | ✓ | |
| Experience of delivering and supporting organisational business continuity arrangements. | ✓ | |
| Experience of developing partnerships and networks internally and externally at all levels to support service delivery. | ✓ | |
| 4. KNOWLEDGE & SKILLS | ESSENTIAL ✓ | DESIRABLE ✓ |
| Up to date knowledge and understanding of emergency management and resilience. | ✓ | |
| Sound working knowledge of the legislation and regulation which applies to local authorities in relation to emergency management and resilience. | ✓ | |

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| Excellent verbal, written and presentational skills with the proven ability to present complex information in a simple manner to a variety of audiences including senior management, Elected Members, front-line staff and service users. | ✓ | |
| Excellent problem solving skills, with an ability to analyse information from a variety of sources to inform solution development. | ✓ | |
| Proven ability to chair meetings with a variety of stakeholders | ✓ | |
| Excellent communication, negotiating and influencing skills along with the ability to network and form effective working relationships. | ✓ | |
| Proven ability to influence and promote service improvement initiatives to service managers and other stakeholders. | ✓ | |
| Strong IT skills including use of products such as Microsoft Office and knowledge of web-based systems. | ✓ | |
| Knowledge of the key stakeholders within Council and externally. | ✓ | |
| Ability to represent the Council in a competent and professional manner at all times. | ✓ | |
| Ability to create and deliver effective presentations to a diverse range of audiences. | ✓ | |
| UK Driving license | ✓ | |
| 5. COMPETENCIES | ESSENTIAL | DESIRABLE |
| Residents & Community 'Putting Our Residents First' . Delivers the Customer Care Promise; is welcoming, helpful, polite and respects every customer. Engages and empathises and takes ownership. Gives clear information about service standards and timescales. Aware of Local Government purpose and adopts a 'One Council' perspective on service delivery. Treats customers and colleagues with dignity and respect. | ✓ | |
| Inspirational Leadership & Collaboration Engages with the Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions. Takes responsibility for own development & wellbeing. Encourages constructive feedback, is self-aware of own wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace. | ✓ | |
| Accountable & Delivers Results Plans, prioritises & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative). Considers financial implications of service delivery. Cost-conscious, and aware of budgetary controls and escalates decisions where appropriate. | ✓ | |
| Drives Change and Improvement Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes. Remains positive and engages with change and service improvement. Remains open-minded to new ideas. | ✓ | |