



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Principal Emergency Planning Officer
GRADE:	POC
POST NO:	Post Specific
JOB TIER:	To be confirmed
DBS CHECK:	Enhanced
GROUP:	Resident Services
SERVICE:	Emergency Management and Response Service (EM&RS)

REPORTING STRUCTURE

Reports to:	Deputy Head of Resilience
Direct Reports:	Three (Two Emergency Planning Officers and One Business Continuity Officer)
Indirect Reports:	Nil

ROLE PURPOSE:

To strengthen the Council's organisational resilience by leading the development, implementation and continuous improvement of the Council's emergency planning and business continuity management systems. The postholder will act as one of the Council's senior subject matter experts, ensuring preparedness for emergencies, coordinating effective response and recovery arrangements, and assuring compliance with statutory duties under the Civil Contingencies Act 2004 and associated resilience standards.

They will translate strategic resilience objectives into robust operational delivery, providing leadership, guidance and assurance across all services, supporting as well as deputising for the Deputy Head of Resilience in embedding a consistent, high-performing resilience culture.

A. Job Description

1. People Management

- Provide day to day leadership, technical supervision and professional oversight to Emergency Planning and Business Continuity Officers, ensuring high-quality outputs and clear operational direction. -to-day leadership, technical supervision and professional oversight to Emergency Planning and Business Continuity Officers, ensuring high-quality outputs and clear operational direction.
- Allocate work, set priorities and quality-assure plans, exercises and training delivered by the team.
- Support the Deputy Head of Resilience in workforce planning, talent development and establishing a clear progression pathway within the resilience service.
- Act as a mentor and subject matter lead, ensuring knowledge is embedded across the team and organisational resilience capability is strengthened.
- Contribute to performance appraisals, identify training needs and support continuous professional development for resilience staff.

2. Resident & Community Contribution

- Champion the Council's commitment to "putting our residents first" by ensuring emergency and business continuity arrangements protect residents, communities and local infrastructure.
- Promote and support community resilience initiatives, enabling residents to prepare for, respond to and recover from emergencies.
- Ensure emergency plans and communications consider the needs of vulnerable residents and reflect equality, accessibility and inclusion standards.
- Work collaboratively with community groups, voluntary sector partners and faith networks to strengthen borough-wide resilience.

3. Operational Service Delivery

- Lead the development, review and testing of all corporate emergency plans and procedures, ensuring these remain current and reflect emerging threats, lessons learned and national best practice.
- Oversee the corporate Business Continuity Management System, ensuring all services maintain UpToDate, fit for purpose Business Continuity Plans and ensuring compliance with policy, audit requirements and statutory obligations. -to-date, fit-for-purpose Business Continuity Plans and ensuring compliance with policy, audit requirements and statutory obligations.
- Provide senior operational advice, coordination and leadership before, during and after disruptive incidents or emergencies, supporting gold and silver commanders where required.
- Lead the design, delivery and evaluation of corporate emergency and business continuity training programmes and multi-agency exercises.
- Act as a senior point of contact for regional resilience partners, blue-light services, utility providers and government departments.
- Ensure accurate maintenance of emergency planning and business continuity documentation, risk registers, statutory returns, and contact lists.

4. Service Planning & Development

- Lead key elements of the Resilience Service Plan, driving delivery of strategic objectives and ensuring alignment with corporate priorities.
- Identify emerging risks, horizon-scan for developments in national resilience policy and lead updates to relevant strategies, frameworks and governance arrangements.
- Provide professional advice into major projects, procurement activity and service transformations to ensure resilience considerations are fully embedded.
- Lead post-incident and post-exercise debriefing, coordinating lessons learned and ensuring improvements are embedded across the organisation.
- Develop and maintain strong partnerships with internal services, borough-level responders, regional resilience networks and voluntary sector groups.

5. Financial & Resource Management

- Manage the effective use of emergency planning and business continuity resources, including technical systems, equipment, training materials and emergency response assets.
- Support the Deputy Head of Resilience with budget planning, monitoring and identifying cost efficiencies.
- Ensure procurement for exercises, specialist training, or resilience capability enhancements represent value for money and follow Council financial procedures.
- Oversee the effective allocation of officer time and resources during incidents, exercises and planning cycles.

6. Continuous Improvement

- Champion a culture of continual learning, ensuring lessons from incidents, exercises, audits and national inquiries (e.g., Grenfell Tower Inquiry) are embedded across the Council.
- Benchmark arrangements against statutory guidance, sector best practice and resilience standards, driving improvements to strengthen organisational resilience.
- Identify areas where processes, systems or tools can be improved and lead the implementation of enhanced ways of working.
- Promote innovation within emergency planning and business continuity, exploring new technologies and methods to improve preparedness and response.

7. Contacts

- Internal:
Chief Executive & Corporate Management Team, Senior Managers, Elected Members, Emergency Response Staff, ICT, Facilities Management, Corporate Health & Safety, Communications, Human Resources, all service departments.
- External:
London Resilience Unit, Borough Resilience Forum partners, emergency services, health partners, utility providers, government departments, voluntary & community sector organisations, neighbouring local authorities, national and regional resilience groups.

8. Additional Responsibilities

- Participate in the Council's out of hours emergency arrangements, including on call rota responsibilities at a senior level.
- Undertake other reasonable tasks and responsibilities commensurate with the grade of the post, including supporting priority corporate incidents or emergencies.
- Represent the Council at regional or national resilience meetings where required.
- Support the development of corporate emergency communications and public information during incidents.

9. Key Performance Indicators

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

B. Person Specification

Principal 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

1. QUALIFICATIONS	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Qualification in emergency planning or related field, from bodies (e.g. UKRA).	<input type="checkbox"/>	
Evidence of continuing professional development in management or resilience	<input type="checkbox"/>	
Membership of a relevant professional body (e.g.,		<input type="checkbox"/>
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
On occasion, be required to work unsocial hours from normal address in response to the occurrence of incidents outside normal working hours.	<input type="checkbox"/>	
Based at the Civic Centre when not working from home but required attend emergency incidents anywhere in the Borough.	<input type="checkbox"/>	
UK driving licence or equivalent and access to a		<input type="checkbox"/>
3. EXPERIENCE	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Significant experience delivering emergency planning and/or continuity in a complex, multi-agency or public sector environment.	<input type="checkbox"/>	
Experience leading or coordinating emergency response and activities.	<input type="checkbox"/>	
Experience of devising and delivering effective	<input type="checkbox"/>	
Experience of writing and testing emergency plans and	<input type="checkbox"/>	
Experience of delivering and supporting organisational continuity arrangements.	<input type="checkbox"/>	
Experience of developing partnerships and networks internally externally at all levels to support service	<input type="checkbox"/>	
delivery.	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Up to date knowledge and understanding of emergency and resilience, including the Civil Contingencies Act 2004 and associated statutory guidance.	<input type="checkbox"/>	

Sound working knowledge of the legislation and regulation which to local authorities in relation to emergency management and resilience.	□	
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.	□	
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 the ability to network and form effective working relationships.	□	
Proven ability to influence and promote service improvement to service managers and other stakeholders.	□	
Strong IT skills including use of products such as Microsoft Office knowledge of web-based systems.	□	
Knowledge of the key stakeholders within Council and externally.	□	
Ability to represent the Council in a competent and professional at all times.	□	
Ability to create and deliver effective presentations to a diverse range audiences.	□	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
Residents & Community 'Putting Our Residents First' . Delivers the Customer Care Promise; is 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 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
 and learns from own mistakes.
Remains positive and engages with change and service improvement. Remains open-minded to new ideas.

□

Our values

Respect

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

Collaborative

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

Efficient

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

Integrity

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

Open and honest

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.