



Job Profile template

JOB TITLE:	Emergency Planning and Business Continuity Officer
GRADE:	POA
POST NO:	30417
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Homes and Communities
SERVICE:	Emergency Management and Response Service

REPORTING STRUCTURE

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

ROLE PURPOSE:

To support the Council in meeting its statutory duties under the Civil Contingencies Act 2004 by delivering effective emergency planning and business continuity arrangements. The postholder will act as a subject matter expert in both emergency management and business continuity, supporting the Council's preparedness, response, and recovery capabilities in the event of an emergency or disruption.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

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

3. Operational Service Delivery

- Lead the day-to-day delivery of the Council's business continuity programme, ensuring all services maintain up-to-date, fit-for-purpose Business Continuity Plans in line with corporate policy and statutory requirements.
- Support the delivery of the Council's emergency planning responsibilities under the Civil Contingencies Act 2004, including drafting, reviewing, and maintaining emergency response plans.
- Act as the primary coordinator for business continuity exercises, testing, and training activities across the Council.
- Provide professional advice to services before, during, and after disruptive incidents, ensuring timely activation of continuity arrangements and recovery processes.
- Maintain accurate business continuity and emergency planning records, including contact lists, plan registers, and exercise logs.

4. Service Planning & Development

- Contribute to the development and delivery of the Team Plan by taking ownership of assigned objectives relating to business continuity and emergency planning.
- Monitor emerging risks, threats, and trends that may impact business continuity, and propose updates to policies, plans, and strategies accordingly.
- Support the integration of business continuity considerations into corporate projects, procurement processes, and service planning cycles.
- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- Effectively manage and make best use of business continuity and emergency planning resources, such as exercise materials, ICT systems, and resilience equipment.
- Ensure any procurement for exercises, training, or resilience-related materials represents value for money and follows Council financial procedures.
- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Service Improvement

- Review and evaluate the effectiveness of business continuity arrangements after exercises, incidents, and plan activations, making recommendations for improvement.
- Benchmark business continuity and emergency planning arrangements against local government best practice and relevant resilience standards, implementing improvements as required.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Internal: All Council service areas, senior management, Elected Members, Emergency Response staff, Corporate Health & Safety, ICT, Facilities Management, Communications Team.
- External: Borough Resilience Forum partners, emergency services, utility providers, neighbouring local authorities, voluntary sector, relevant government departments, and the London Resilience Unit

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- This profile/JD is not intended to be exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

9. Key Performance Indicators

- **Business Continuity Plan Coverage** – All Council services have up-to-date, tested Business Continuity Plans in place, reviewed at least annually, with a target of 100% compliance.
- **BCP Testing & Exercising** – Deliver a minimum of two corporate-level and four service-level business continuity exercises per year, with documented learning outcomes and improvement actions.
- **Incident Response Performance** – Timely activation and coordination of business continuity arrangements during disruptions, with post-incident debriefs completed within 10 working days.
- **Training Delivery** – Deliver business continuity training to all relevant managers and nominated staff, achieving at least 90% attendance for those required to complete it.
- **Audit & Compliance** – Positive outcomes from internal and external audits/reviews of business continuity arrangements, with all improvement actions completed within agreed deadlines.
- **Service Engagement** – Maintain effective engagement with all Council departments, with quarterly business continuity liaison meetings held and attendance recorded.
- **Continuous Improvement** – Implementation of agreed improvements from exercises, incidents, and audits within agreed timeframes.
- **Statutory & Policy Compliance** – Demonstrate compliance with the Civil Contingencies Act 2004, the Council's Business Continuity Policy, and relevant resilience standards.

B. Person Specification

Emergency Planning and Business Continuity Officer

This person specification will be used for recruitment to the **Emergency Planning and Business Continuity Officer** vacancy in LBH. 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 (list)	ESSENTIAL	DESIRABLE
Recognised qualification in emergency planning, resilience, or business continuity (or working towards). Evidence of continuing professional development.	✘	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL	DESIRABLE
Willingness to participate in out-of-hours emergency response duties. UK driving licence and access to a vehicle for work purposes	✘	
3. EXPERIENCE (describe)	ESSENTIAL	DESIRABLE
Proven experience in emergency planning, business continuity, or resilience roles in a public sector or complex organisation. Experience developing and delivering training and exercises. Experience in engaging with senior leaders and external partners. Experience maintaining and testing response and continuity plans.	✘	
4. KNOWLEDGE & SKILLS (list)	ESSENTIAL	DESIRABLE
In-depth knowledge of the Civil Contingencies Act 2004 and related statutory guidance. Knowledge of business continuity standards (e.g. ISO 22301). Excellent written and verbal communication skills. Strong analytical and problem-solving skills. Ability to work under pressure and outside normal working hours. Proficiency in Microsoft Office, Excel and incident management platforms.	✘	
5. COMPETENCIES	ESSENTIAL	
Residents and Community Focus		

<p>Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect.</p> <p>Aware of Local Government purpose & Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.</p>	✕	
<p>Accountability and Delivery</p> <p>Plans, prioritise & organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	✕	
<p>Inspirational Collaboration</p> <p>Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and contributes to team meetings and decisions.</p> <p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>	✕	
<p>Drives Change and Improvement</p> <p>Solution focused, challenges existing practices and suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes</p> <p>Remains positive and engages with change and service improvement. Remains open-minded to new ideas.</p>	✕	