**Job Description**

**Date: July 2025**

**Designation: Resilience Officer**

**Service: Street Scene, Leisure and Technical Services**

**Section: Technical Services**

**Grade: M9 – 0.8 FTE**

**Car Allowance: Essential Car User**

**Reports to: Head of Technical Services**

**Supervises: N/A**

General Description of Duties

Manage Emergency Preparedness, Resilience and Response for the Council, ensuring compliance with Civil Contingency Act 2004 Category 1 Responder duties and that the Council’s emergency and business continuity planning, response and recovery is effective.

The postholder will be responsible for the co-ordination, development and delivery of the County Council’s emergency planning, business continuity and the Councils Out-of Hours Service.

Key Functions:

1. Provide specialist advice and guidance to inform corporate emergency planning and business continuity encompassing risk assessment, response and recovery to ensure the Council can meet its obligations for any emergency.
2. Facilitate development and delivery of the County Council’s emergency planning and business continuity arrangements in compliance with relevant legislation and regulation, encompassing planning, training, exercising, response, recovery and participation in single and multi-agency command and control.
3. Identify internal and externally delivered training and exercise opportunities for Council Staff and Members.
4. Manage and deliver the review and development of the suite of Emergency and Business Continuity Plans.
5. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved. Develop and lead specific resilience projects which will include the setting of project plans, the management of project risks and issues, the communication of regular progress reports to managers and stakeholders, and the management of project risks / issues.
6. To respond effectively and efficiently to emergencies, planned events and business continuity disruptions, including supporting affected individuals, communities and Council services.
7. Support Parish Councils and community volunteer Flood Wardens with developing community resilience and flood plans, and attend appropriate meetings.
8. Represent the Council at local, regional, and (where appropriate) national stakeholder

meetings to ensure advocacy for Council services, duties and service users including Strategic and Tactical Co-ordinating Groups.

1. To co-ordinate the Council’s Out-of-Hour’s manual.
2. Perform the role of Duty Officer on the team rota, review all out of hours calls to ensure they were correctly managed.
3. Manage the Councils Resilience Direct (RD) page, Notify SMS, and Key Contact List to ensure completeness and accuracy.
4. To lead in the response to consultations from Government Departments and the Kent and Medway Resilience Forum.
5. Undertake any other duties which may be called for in accordance with the requirements and responsibilities of the Team’s key tasks or as directed by the Head of Technical Services.
6. To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instruction, information and training required in relation to those duties. The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.

This job description is not intended to exclude any task which the postholder might reasonably be required to undertake, and may be subject to change following consultation with the postholder.

**PERSON SPECIFICATION**

**JOB TITLE:**  **Resilience Officer**

**SERVICE:** **Technical Services**

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|  | ESSENTIAL | DESIRABLE |
| Educational ability | Degree, or equivalent, preferably in a relevant discipline (or equivalent experience) | Membership of a relevant professional body such as the  Emergency Planning Society or Business Continuity  Institute (BCi) or equivalent –  Certificate of Business Continuity Institute (CBCI) |
| Knowledge | A practical understanding of civil contingencies legislation, integrated emergency management & business continuity.  A practical understanding of business planning processes. |  |
| Experience | Proven experience of working in the public sector / emergency service environment.  Experience in resilience or a related field.  Experience of managing resources and challenging situations.  Proven experience operating at tactical / middle management level, including managing an emergency response at the tactical level of command.  Proven experience of negotiating with senior levels of managers, customers and partners.  Experience in dealing with the general public. |  |
| Personal skills | Excellent communication skills.  Strong presentation skills in order to deliver training.  Excellent practical application of Microsoft applications to include Outlook, Excel, PowerPoint and Word.  Ability to communicate tactfully with members of the public and other external bodies.  Ability to organise own work, meet deadlines and deal with people well.  Enthusiasm, willingness to learn and a practical approach.  Full UK driving license and ability to undertake independent travel throughout the borough  Ability to interpret and follow instructions concerning the Borough’s policies, procedures, standing orders etc.  Ability and willingness to attend evening and weekend meetings and site visits as required.    Ability to work under own initiative as well as part of a team. |  |
| Attitude | A flexible approach to work. |  |