

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Place

DIVISION: Culture

JOB TITLE: **Resilience Officer**

ROLE PROFILE

Job Title:	Resilience Officer
Department:	Resources
Division:	Strategy and Partnerships
Grade:	Grade 12
Hours (per week):	36
Reports to:	Strategic Lead for Resilience and Emergency Planning
Responsible for:	There are no line management responsibilities with this post; however the post holder will be required to coordinate and supervise council response staff during an incident.
Role Purpose and Role Dimensions:	The purpose of this role is to ensure that the Council meets the requirements of the Civil Contingencies Act 2004 and other relevant legislation, including an appropriate and effective response to major incidents internally, within the borough, and pan-London.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	<ul style="list-style-type: none">▪ Category One & Two responders (as per the CCA 2004):<ul style="list-style-type: none">○ Emergency services○ NHS England (London)○ Public Health England○ Environment Agency○ Croydon Health Services○ Other local authorities▪ London Resilience Group▪ Voluntary and public sector bodies▪ Contractors such as ICT and facilities management providers▪ School Management Teams▪ Private Sector

Key Internal Contacts:

- Senior management
- Service heads, line managers & their teams, particularly:
 - CCTV / intelligence hub
 - Transport & highways
 - Communications
 - Croydon Digital Services
 - Facilities management
 - Regulatory and public safety services
 - Coroner's Office
 - Bereavement & gateway Services
 - Adult Social Care
 - Housing
 - Access Croydon and the contact centre
 - Building control
 - Risk management & insurance
- Members
- Council response staff:
 - Local Authority Liaison Officers
 - Rest Centre Staff
 - Borough Emergency Control Centre Staff
- Contract & project managers
- Local Trade Unions and Professional Associations' representatives

Financial Dimensions:

There are no budgetary responsibilities, however the post holder will be responsible for a corporate purchasing card and is required to adhere to the Council's financial guidelines and regulations of its use.

Key Areas for Decision Making:

- Continuingly investigate, develop and maintain options for resilience for the authority.
- Advice to senior managers (including Council Silver and Gold), and Members in respect of resilience services and incident management.
- Activating and coordinating physical resources (including other staff) and information when dealing with emergencies (in and out of hours).
- Compliance with the Civil Contingencies Act 2004 and London resilience programmes.

Other Considerations:

- Ability to lead and manage staff in response to an emergency.
- Ability to work out of hours when required, including taking part in the Council's Duty Resilience Advisor out of hours rota (approximately 1 week in 4).
- Ability to work in a busy and pressurised environment.
- Frequent travel in and around Croydon and more generally in London.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

To work with the Resilience Manager in the strategic implementation and embedding of resilience policy and frameworks corporately throughout Croydon Council.

Key Elements:

This will involve:

- Resourcing the implementation of corporate strategies, plans and initiatives to promote best practice and create a positive resilience management culture.
- Working with, and advising directors, management teams and services on the requirements of the Civil Contingencies Act 2004 (and associated guidance) as it relates to business continuity and emergency planning.
- Ensuring corporate compliance with the Civil Contingencies Act 2004 and ISO standards for business continuity planning (ISO22301), crisis management (BS11200) and organisational resilience (BS65000 / ISO 22316).
- Continue to develop, deliver and embed the business continuity framework for the council.
- Continue to develop, deliver and embed the emergency management framework for the council.
- Being involved in resilience projects which involve council-wide policy developments and review initiatives to meet the resilience team's objectives including project planning and management.

- Presenting policy initiatives and advice on issues at Corporate Management Team meetings.
- Ensuring that the Resilience Manager is briefed on sensitive, high profile casework and progress of policy development issues.
- The identification, development, and retention of commercial opportunities to market business continuity and resilience services to the wider business community.
- Ensuring that all emergency planning and business continuity activities reflect and promote the council's commitment to equalities.
- Keeping abreast of new developments, good practice and innovations in the field of resilience.

To work with the Resilience Manager by developing and delivering an effective operational resilience service for the Council and the communities of Croydon.

This will involve:

- Participation in the development and review of the Corporate Emergency Response Plan and Corporate Business Continuity Plan.
- Developing a suite of resilience plans for Croydon, principally based on the Resilience Standards for London local authority framework.
- Providing advice and guidance to services in respect of the development of specific plans for the effective response to major incidents by the Council's departments.
- Developing, delivering and maintaining a programme of appropriate resilience training and exercises to senior management, service areas and response officers to assure the organisation and the London Resilience Partnership of arrangements.
- Designing and analysing training, exercise and incident debriefs and evaluations, identifying lessons learned and providing recommendations for improvement, and monitoring their implementation.
- Consultation with and support to all tiers of staff to produce effective mandatory business continuity plans which adhere to ISO22301.
- To manage, quality-assure and maintain the set of live service continuity plans across the council.
- Assessing the criticality of services to prioritise service continuation and recovery of the organisation.
- Managing and maintaining council corporate recovery locations to ensure the continuation of critical services during a business disruption.
- Collaborate with the Croydon Digital Services and ICT provider(s) to provide expertise to support the development, testing and maintenance of ICT disaster recovery plans.
- Collaborate with procurement and contract teams to ensure robust business continuity arrangements are in place for all parts of the supply chain including

assessment and advisory of incoming suppliers via the tendering process to ensure they meet the council's resilience standards.

- Provide business impact assessments and business continuity advice to major transformational projects and transformation planning throughout the organisation.
- Delivering a resilience traded service package to Croydon schools and other bodies.
- Representing the resilience team (& the wider service area) in relevant cross-directorate working groups.
- Assisting operational planning for, and delivery of, borough events and representing the resilience team and Borough Resilience Forum at Safety Advisory Group meetings.
- Advising on all aspects of resilience management including risk assessments, emergency arrangements, incident reporting and investigation, use of contractors, working methods and equipment.
- Proactively horizon scanning for, and acting on, emerging corporate and community issues and potential incidents such as severe weather or infectious diseases.

Develop and maintain effective internal and external communication channels, and working relationships, to deliver a robust resilience service.

This will involve:

- Developing and maintaining effective communication channels and working relationships internally with management, employees, critical service leads, Members, Council Committees and Trade Union representatives.
- Working collaboratively with facilities management for the continuous improvement of operational preparedness (security, health & safety, building management) of Council assets.
- Proactively informing services (particularly those that are critical) of potential disruption and provide timely updates during disruptive events and incidents.
- Developing and maintaining effective communication channels and working relationships externally with category 1 & 2 responder agencies, voluntary sector partners, school management teams, business partnerships.
- Working with partner organisations, including contractors and suppliers, to ensure a comprehensive and joined up approach to business continuity planning and supply chain resilience.
- Lead and liaise with partner agencies to ensure a complete and joined up response to emergency planning and business continuity promotion.
- Establishing dialogue with organisations representing Croydon businesses and the third sector to provide business continuity and emergency preparedness advice.

- Coordination with the Metropolitan Police Service and relevant stakeholders to promote counter terrorism initiatives; improving intelligence gathering and response to such incidents.
- Participating, and presenting where appropriate, in emergency service led resilience project such as ACT Awareness.
- The management of the resilience team out of hours rota for the Duty Resilience Advisor, Council Silver and other emergency response officers.
- Coordinate and communicate the weekly out of hours duty rota for the council, incorporating wider service area duty officers (i.e. communications; building control).

Undertake the role of out of hours Duty Resilience Advisor and lead the response to an incident, and; In the absence of the Resilience Manager, coordinate the response to major incidents, undertaking the role of the Borough Emergency Control Centre Manager where necessary.

This will involve:

- Information gathering from a number of sources, including the emergency services, to make informed decisions to the emergency response required by the council.
- Disseminating information to council services and partner agencies in a timely and professional manner.
- Coordinating local authority resource requests.
- Coordinating the council's response to an incident, including deploying and monitoring:
 - Local Authority Liaison Officers
 - Emergency Centre Managers and support staff
 - Borough Emergency Control Centre staff
 - Other council responders as required (i.e. building control, highways officers).
- Liaising with, and providing timely updates to:
 - Council Silver
 - Chief Executive (Council Gold)
 - Executive Mayor
 - Portfolio holders
 - Ward Councillors
- Maintain an activity log of information received and decisions made throughout the incident response and be accountable for actions taken.
- In the absence of the Resilience Manager, to act in support of the Chief Executive/ Council Gold in the event of an exceptional or major incident.
- Liaison with the London Local Authority Coordination Centre.
- If required, undertake the role of BECC Manager, leading the BECC team in the response to a major incident and ensuring the Council's resources are coordinated effectively.
- Prepare incident reports on the council's response to incidents to include recommendations from lessons learned.

To support the operation and delivery of the statutory Borough (Croydon) Resilience Forum for Category 1 & 2 responders and key third sector partners.

This may involve:

- Providing the secretariat function for the Borough Resilience Forum.
- Maintaining the Croydon Borough Risk Register and coordinating Borough Resilience Forum lead assessors.
- Developing local multi-agency training and exercising in relation to the forum's planning cycle.
- Presenting policy initiatives and advice on issues at the Borough Resilience Forum.
- Leading project working groups to deliver multi-agency emergency plans.
- Representing the council on issues in its dealings with outside bodies, to ensure maximum benefit is derived through the full participation of exchange of ideas and information.

To support sub-regional and regional resilience programmes and work streams emanating from the London Resilience Partnership and London Fire Brigade - Emergency Planning team.

This may involve:

- Being a member of the Croydon Gold Support Team when the Chief Executive is on London Local Authority Gold Duty.
- Representing Croydon and South East London boroughs on regional working groups for resilience-specific projects, such as risk management, flooding or business continuity.
- Participating in pan-London exercises by either representing Croydon or coordinating a specific staffing group to participate.

Other

This may involve:

- Being prepared to undertake any other duties consistent with this role as required.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:

Resilience Officer

Essential knowledge:

- A good knowledge and understanding of resilience management/ civil contingency legislation, associated guidance and best practice including recent and proposed developments.
- Knowledge of preventative and promotional measures in emergency management and business continuity.
- Evidence of on-going and relevant professional development.
- An understanding of training, plan validation and exercise methods.
- Knowledge of business continuity planning, crisis management and organisational resilience.

Essential skills and abilities:

- Able to provide clear and unambiguous advice on complex and contentious issues exercising judgement and analytical skills.
- Project management skills.
- Confident liaison with senior officers and external providers with well-developed influencing and consultancy skills with a particular focus on diagnostic ability.
- Able to build constructive and productive work relationships with all levels of staff.
- Ability to communicate effectively both personally and in writing including the ability to present information to meet the needs of diverse audiences, drafting reports and briefing papers, delivering training programmes and giving advice.
- Customer focus in approach to emergency planning and liaison with stakeholders.
- Practical problem solver, with focus on efficiency, best value principles and the effective management of conflicting priorities.
- Able to demonstrate resilience – for example in face of management and trade union pressure and when facing demanding workloads.
- Demonstrable ability of word processing and spreadsheet applications (Word and Excel).
- Ability to plan, manage and monitor personal work programme including the ability to act on own initiative and meet tight deadlines.
- Intellectual capacity to demonstrate or acquire an understanding of the council.
- Inclusive team player, performance driven and able to take a corporate approach and work unsupervised.
- Ability to attend engagements such as meetings and exercises, as well as incidents within the borough.

Essential experience:

- Development of policies, standards and procedures; monitoring their implementation and effectiveness and preparing reports and recommendations.
- Experience of monitoring and auditing plans and systems.
- Experience of providing management advice to stakeholders.
- Experience of bringing a commercial or consultancy approach to your work.

Special conditions:

- Required to work outside of core hours, including evenings, weekends and Bank Holidays as appropriate, including regular participation in the out of hours duty resilience rota.
- Expected to attend meetings and conferences within and outside of the borough as appropriate.

