

LONDON BOROUGH OF HACKNEY

JOB DESCRIPTION

POST TITLE:	Resilience & Response Officer.
DIRECTORATE:	Public Realm
SERVICE:	Community Safety & Business Regulation
GRADE:	PO4
LOCATION:	Based at Stoke Newington Town Hall, N16.
RESPONSIBLE TO:	Emergency Planning & Response Manager
RESPONSIBLE FOR:	Tactical Command of all Council resources in times of emergency

CONTEXT

Hackney is the third most densely populated Local Authority in the UK and is home to a vibrant and diverse community within inner London. The Community Safety & Business Regulation Service works for providing a fairer and safer Hackney.

Over the past few years we have seen multiple Major and Significant Incidents, in addition to the expected increased impacts from climate change. We are committed to enhancing the levels of preparedness across the organisation, in order to best support our communities when they need us the most.

The Resilience & Response Officer will form part of the Emergency Planning Team reporting into the Emergency Planning & Response Manager. The team is responsible for leading and guiding the organisation in preparing for and responding to emergencies both internally and across the borough, under the Civil Contingencies Act 2004.

Emergency Planning Professionals with the assistance of the wider Community Safety & Business Regulation Service form the on call out of hours rota for Duty Council Silver. Duty Council Silver assesses incidents,

activates the councils emergency plans and coordinates the councils response to an emergency.

Day to day activity for the Emergency Planning Team includes:

- partnership liaison and engagement;
- revising emergency plans;
- training staff across the organisation
- planning and delivery of internal and multi-agency exercises;.
- delivery of the business continuity management programme;
- providing advice and guidance across the organisation and with partners in preparing for, responding to and recovering from emergencies.

The Emergency Planning Team also works closely with another vital part of the Council's work delivering a fairer and safer Hackney. The Public Space Surveillance (PSS) provides the Borough with a centralised PSS capability, with experience, expertise, and knowledge of CCTV systems, as well as operational, management and legislation oversight for CCTV systems. The PSS team operates on a 24/7 basis all year.

PURPOSE OF THE JOB:

Working with the Emergency Planning & Response Manager the post holder will ensure that the Council's strategy meets its statutory obligations and employs the highest standards in doing so.

The post holder will assist in the development and implementation of the plans, protocols and procedures required to deliver the services necessary under the Civil Contingencies Act (2004) and other relevant legislation, regulations and non-statutory guidance.

The post holder will lead on the delivery of exercises, seminars, specific training and testing regimes for the Council and, where appropriate, its partners.

To devise and deliver validation exercises, testing the council's ability to respond and recover from emergencies.

To assist with the Council's plans to enable effective and professional assistance to the borough's business community to ensure they are able to respond to an emergency situation.

To support the Business Continuity Manager in the delivery of the Business Continuity Management Programme.

The post holder will balance their time between Business Continuity related matters and Emergency Planning and whilst activities will need to be effectively prioritised neither of these areas of work will hold priority over the other.

The post holder is also responsible for providing an example and leadership to the holders of the Emergency Planning & Response Officer post, deputising for the Emergency Planning & Response Manager when they are absent, and taking the lead in the more difficult and complex issues dealt with in the team.

KEY ACCOUNTABILITIES

Preparedness related accountabilities:

- Work with multi-agency partners and community leaders to understand challenges and develop solutions to problems in preparedness, response and recovery within Hackney. This will include the preparation of reports that are targeted to the appropriate audience.
- Lead on the development, revision and update of plans, processes and procedures with key internal and external stakeholders.
- Develop exercises using project management techniques and act as Exercise Director for the delivery of internal and external partnership emergency exercises.
- Assist in the professional development of other team members, using your experience and knowledge.
- Undertake impartial review of incidents, facilitating debriefs and undertaking critical analysis of learning to identify recommendations for the organisation and partnership to take forward. This may include the need to exercise judgement and professional skills in handling sensitive learning points, as to avoid professional embarrassment for any partners or persons.
- To support the Emergency Planning & Response Manager in the delivery of the Emergency Planning Strategy and programme of work.
- To assist the Business Continuity Manager in the delivery of the Business Continuity Management Programme (leading on the delivery of Business Impact Analysis and Business Continuity Plan development workshops for allocated Service areas).

- To train key members of staff across the organisation in emergency preparedness, response and recovery to an accredited standard.
- To manage delegated budgets for the delivery of projects in line with the budget holders expectations.
- To undertake research into good practice and identify opportunities for enhancing the organisations and partnerships overall level of resilience.
- To manage and ensure the upkeep of specialist emergency response equipment and software (flood defences, logging tools, generators, emergency lighting, mass notification software etc).
- To act as the Council's expert on matters relating to the Civil Contingencies Act 2004, providing advice on the implementation of the Act to senior level Directors, Heads of Service and operational staff.
- Lead on the procurement of emergency response equipment, working with suppliers and stakeholders to ensure quality and value for money to the taxpayer.
- To take on responsibility for a Pan London workstream, acting as the Local Authorities expert for a particular plan or capability.
- To represent the London Borough of Hackney at the Pan London level when asked to do so and as deputy for the Emergency Planning & Response Manager at Sub-Regional meetings.
- To act as the councils lead on Counter Terrorism under the Prepare element of the CONTEST strategy. Including the liaison with Counter Terrorism Security Advisors, coordination and organisation with the Metropolitan Police Service for Action Counters Terrorism and SCan training sessions.
- Conduct research and critically analyse data in order to produce written reports making recommendations on procurement, training or direction of emergency preparedness activity across the council.
- Lead on maintenance of the Borough Community Risk Register. Including the gathering of supporting evidence for assessment, and conducting risk assessment in line with Cabinet Office Guidelines
- Maintain good working relationships with internal and external partners, community, volunteer and faith organisations including sharing information about incidents, best practice and reassurance messaging.
- To undertake any other appropriate work for an officer of the grade.

- To be accountable to the EP&R Manager for achieving agreed service outcomes, service deliverables and personal appraisal targets.
- Ensure that processes comply with associated current legislation such as the Freedom of Information and Data Protection Acts.
- To develop promotional and informative materials in order to embed a 'resilience is everyone's business' culture and promote resilient behaviours within the Hackney community.

Response & Recovery related accountabilities:

- Must be able to work flexibly and to join the on-call 'Silver' rota, initially on a 'Mentored' basis before moving to a period of less formal support to gain experience.
- To partake in the Duty Council Silver out of hours roster on a 1 in 6 weeks basis. This may include taking calls and responding to emergencies during unsociable hours, over weekends and bank holidays.
- Must be able to work flexibly in the event of an emergency, which may include 24/7 shift work at short notice in order to protect and support the Hackney community during a significant or major incident.
- Able to assess a developing situation with a limited amount of information available and activate the appropriate response plan to the incident.
- To be able to coordinate the councils response to an emergency at the tactical level, using excellent communication skills while handling difficult and potentially distressing situations.
- To be able to effectively communicate across the whole organisation, providing the right level of information to enable other parts of the organisation to assist swiftly and appropriately to an emergency situation.
- To utilise the core JESIP principles while working with multi-agency partners in response to an emergency.
- Must be comfortable commanding the councils response, in implementing the strategy to an emergency situation.
- To act as a Resilience Advisor, providing advice, guidance and acting as a 'critical friend' to other trained Council Silvers, Directors undertaking the Gold role and Heads of Service during emergencies. This role will involve the provision of advice using the post holder's

knowledge and experience regarding JESIP, local and pan London plans, processes and procedures.

- To act as a 'Mentor' to other Community Safety & Business Regulation Managers who are starting in the 'on-call' process. Providing leadership, advice and guidance to them during their mentoring period, in order to develop their professional practice in an operational environment.
- Whilst on call to have accountability to the Chief Executive Officer and identified Gold Officers (Directors) within London Borough Hackney when invoking power CE116, in the Scheme of Delegated Powers, *'To incur expenditure and commit resources to respond to major incidents/business continuity emergency when the council's Emergency Plan or Business Continuity Plan is invoked.'*
- Whilst on call To have Accountability to the Chief Executive Officer and Identified Gold Officers (Directors) within London Borough Hackney when invoking power CE117, in the Scheme of Delegated Powers, *'Duty Emergency Planning Officers who have 24 hour / 7 days a week responsibility to respond to emergency situations within the authority, can ask for direct borough resources without additional senior officer approval. Particularly during 'out of hour' events.'*

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PERSON SPECIFICATION

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GRADE:	PO4
LOCATION:	Based at Stoke Newington Town Hall N16 or wherever is appropriate in an emergency.
RESPONSIBLE TO:	Emergency Planning & Response Manager & Civil Protection Service Manager
RESPONSIBLE FOR:	Tactical Command of all Council resources in times of emergency.

1. 3+ years working experience within an emergency planning related discipline.
2. A degree or above in an emergency planning related or geography based discipline or working towards one.
3. Ability to work in a pressurised and challenging environment. A presentable, self-starter who enjoys working to tight deadlines, with a proactive and flexible approach and the ability to react quickly in a crisis.
4. Leadership Ability - good interpersonal, networking and team skills, including the confidence to work with staff at all levels across the council and externally to achieve shared goals and outcomes.
5. Ability to empower and motivate staff and partners, to create effective relationships; to motivate a diverse range of professionals; to be an effective delegator; to monitor performance and accountability; to continuously develop staff, to tackle unacceptable performance. To ensure service outcomes are achieved and led by example.
6. A detailed knowledge and understanding of Business Continuity & Emergency Planning legislation, standards and good practice, together with a general understanding of the Integrated Emergency Planning process, or able to learn these.

7. Change Management. Must have an enthusiastic and positive approach to change, be able to accept change programmes in response to both internal and external factors, to achieve continuous improvement.
8. Partnership and Multi-Agency Working. Ability to work in partnership with other key stakeholders to ensure that the overall objective of reducing any disruption to lives of residents during periods of upheaval can be achieved. Ability to lead and participate in multi-agency working involving public, private and voluntary organisations.
9. To have in-depth knowledge and extensive experience of Joint Emergency Services Interoperability Principles.
10. To have extensive technical knowledge and practical experience in the selection, procurement, storage, maintenance and 'readiness' of a range of hardware used in emergency response.
11. Proven organisational and administrative skills and experience, the ability to work under own initiative and as a team player, to prioritise effectively and to work under pressure to meet tight deadlines;
12. Good communication skills (both written and oral) in English with the ability to produce in-depth written reports with strong attention to detail and accuracy.
13. Ability to manipulate and critically analyse qualitative and quantitative datasets and present findings in plain English.
14. Computer literate with experience of working in Windows environment and ability to translate that to use the Council's chosen system of Google Suite.
 - a. Must be comfortable using formulas within GoogleSheets
 - b. Must be confident in formatting digital documents
 - c. Must be confident in trialling and exploring new technologies
 - d. Must be able to act as an administrator for London Borough of Hackney's ResilienceDirect pages
 - e. Must be able to learn and use different Geographic Information Systems for both preparedness and response activities.
15. Prepared to work in an emergency at any time and any location to manage incidents, to participate in 24-hour on-call/standby arrangements, including overnight and at weekends. This happens infrequently, for instance in the last three years this has happened only

twice for periods of [a] 24 hours, [b] 6 weeks, although frequency of this happening cannot be forecast.

16. Commitments to equal opportunities and the highest standards of customer care.
17. Must hold a full UK driving licence for manual cars and be willing to drive bulky, long wheelbase vehicles such as Ford Transit / Mercedes Sprinter control centres etc.
18. Ability to attend meetings anywhere in the borough or pan-London, and attend training courses nationally.
19. Able to meet Police NPPV2 & CTC Security vetting requirements. Failure to pass this will result in a failed probation.
20. Be able to reach the borough boundaries, when on-call, within an hour and a half of being alerted.
21. Ability to deal with and defuse conflict in a calm and professional manner.
22. To have or be willing to undertake First Aid at Work training.
23. Able to cover adverse undulating terrain in all weather conditions and times of day.
24. Willing to undertake lone working in response to emergencies at all times of day.
25. Ability to influence others to change behaviour and or pursue another course of action within the banner of 'resilience is everyone's business'.

Desirable criteria

1. Grade C or above GCSE/O Level in English and Maths.
2. Experience of planning and delivering multi-agency exercises.
3. Membership of the Business Continuity Institute, Emergency Planning Society or similar.
4. To have successfully undertaken courses delivered by the Emergency Planning College (Writing Contingency Plans, Tactical Emergency Management, Debriefing Skills, Introduction to Business Continuity, Planning for Recovery Management, Crisis Communications in Emergencies).
5. To have completed a train the trainer course.
6. To have developed and delivered training packages in a corporate or public sector setting.
7. Experience of radio voice operator procedures.