

Job Description and Person Specification

Head of Incident Management and Emergency Planning

A Lambeth to be proud of



Job Title: Head of Incident Management and Emergency Planning

Department: Assurance Services

Division: Public Realm and Safety

Business Unit: Operations and Delivery

Grade: PO9

Reports to: Assistant Director (Assurance & Resilience Services)

Responsible for: Assurance Officers x 3, CCTV Operations Officers x 2, Corporate Health & Safety Officers x3

1. Context

Public Realm and Safety Service covers a number of key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector.

As Head of Incident Management and Emergency Planning, you will be responsible for the operational delivery of Emergency Planning, CCTV and Corporate Health & Safety. This includes the implementation and sharing of best practice as well as the development and application of Emergency Plans, guidance and training, emergency incidents overview and delivery, and development of commercial opportunities that tie in with providing greater internal and external Assurance. You will provide guidance, support and insight to frontline services to enable them to deliver their statutory and corporate requirements and acts as a centralised hub for the Corporate Emergency, Corporate Health & Safety and CCTV. You will have effective leadership, interpersonal and communication skills.

Lambeth expects its leaders to show openness, honesty and commitment, and, of course, to deliver results.

2. Job Purpose

To take responsibility as the operational strategic lead for Incident Management Service

Lead and communicate the clear vision of strategy and delivery of Incident Management Service to enable key stakeholders to understand and contribute to the context direction of the services

Lead the provision of Incident Management borough-wide in order to successfully deliver statutory and discretionary duties and ensuring compliance with appropriate regulations.

To lead a significant continual service improvement programme of people and systems to deliver a service recognised as a public sector leader in environmental services.

To coach, motivate and develop all staff to deliver the borough objectives whilst representing the council to the highest professional standards.

Adopt a business intelligence approach to operational delivery of the services in order to fulfil the council's vision for Resident Services and the borough-wide outcomes.

To ensure the borough is safe by leading on all aspects of resilience for the council and businesses, in the event of a major civil or serious crime incident throughout the borough.

Principal Accountabilities & Organisational Expectations

All Council managers are expected to work in a way which meets the cooperative behaviours and supports the achievements of the community outcomes.

Head of Service – Incident Management and Emergency Planning should:

- Take a proactive approach to the deployment and use of resources to ensure they are sufficient to achieve the delivery outcomes.
- Promote and support the development of a continuous improvement and learning culture, coaching and supporting other managers and officers to take personal ownership and accountability for delivering outcomes.
- Focus on demand management principles identifying ways to reduce demands on a service by early intervention, service innovation, the involvement of the community, businesses or better working with partners.
- Provide direction and leadership in order to deliver cultural and organisational change across the service area.
- Work with Councillors, colleagues, partners providing specialist advice, information, resources and ideas to support the development of effective delivery services for the benefit of service users and the community.
- Actively encourage and promote a culture of transparency and employee/stakeholder engagement, forming partnerships and developing effective working relationships with partners, service providers, members, citizens and communities to support the successful delivery of services.
- Promote a philosophy of putting the service user's needs first and work with key stakeholders, residents and businesses organisations to ensure strong levels of community involvement at every stage of the delivery cycle.

Principal Accountabilities

To be the lead officer regarding the provision, development and maintenance of the Councils Incident Management functions.

To lead the Intelligence and Partnership plus provisions, increasing the services profile and developing a significant income generation portfolio.

Lead the development and implementation of the medium-term delivery plans (1-3 years) in alignment with Business Plans and the Borough Plan outcomes in order to maximise sustainability.

Lead the development and implementation of the medium-term financial plans (1-3 years) both income and savings, in alignment with the Business Plans and Borough Plan outcomes in order to maximise financial resilience.

Provide assurance that the Council is fulfilling its statutory or regulatory duties delivered across Emergency Planning and Assurance functions such as Civil Contingency Act, Emergency plan, PREVENT etc.

Lead on any service redesign, oversight of any associated projects and programmes and drive operational change to improve service outcomes.

Lead the policy and procedure development for the services to optimise effectiveness, efficiencies, reduction in service requests/complaints/member enquiries to enable improvement to service outcomes.

Ensure the insight, best practice, market research and trends are considered in any improvements to the service provision.

Ensure the service meets any contractual targets, compliance targets, corporate key performance indicators and performance measures.

Establish positive and appropriate relationships with Members, demonstrating political understanding and sensitivity in order to understand and contribute to the context direction of the service.

Effective development of workforce plans in place, motivating and developing staff, fostering talent and a high performance 'inclusive' culture.

Promote a partnership working style within own service area and with other services parties to serve the Lambeth community.

Develop and manage effective monitoring and evaluation frameworks, including systems of target setting, performance monitoring, reporting and business planning in order to ensure best practice in the provision of services within the remit of this role.

Ensure robust risk management processes are operating including a programme of regular review and analysis in place to mitigate risk to the services/activities/functions.

Develop and report on appropriate strategic and operational key performance indicators (KPIs).

Produce regular briefing papers and performance reporting data.

Ensure the complete, accurate and timely budget monitoring of all responsible service areas.

Engage in any system developments across the service, providing financial and operational scrutiny during the process.

Develop, monitor and maintain all contracts and asset registers across the service.

Stakeholder Engagement and Partnerships

Deliver a high-quality approach to the consultation of citizens and communities ensuring the effective planning of consultation activities.

Represent the Council and act as an ambassador at a local, regional and national level playing an active role in partnership and joint working to promote Lambeth as an ambitious modern and improving authority.

To ensure clarity of focus between officers and members of the Council in discharging its statutory duty.

Deliver a strong internal partnership with finance ensuring income generation is fully optimised.

Develop effective working relationships with a diverse range of stakeholders and negotiating with outside agencies. Due to the rapid pace of change focus on delivery, but as priorities change, flexibility and adaptability are also important.

Generic Responsibilities

To carry out the duties of the post in accordance with the Data Protection Act, General Data Protection Regulations, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy, taking responsibility, appropriate to the post, for tackling racism and all other oppressive and discriminatory practices, for promoting a positive recognition of differences and community cohesion and must at all times carry out their duties with due regard to the Council's policies on equalities and the staff code of conduct.

To take responsibility appropriate to the post for tackling racism and promoting good race, ethnic and community relationships.

To actively promote and uphold the Council's code of conduct, values, priorities and service standards.

To undertake other duties appropriate to the grade as directed by management.

Staff Management responsibilities

To actively develop the management and leadership skills of the Incident Management team.

To be responsible for the direction, support and development of Incident Management staff.

Improve performance across complex, multi-faceted staffing groups and maintaining a working environment where employees can flourish.

Other

- a. The postholder should be prepared to regularly work flexibly according to the needs of the service, including attending evening meetings, and occasional weekend working.
- b. The postholder's decision-making authority is determined by the Council policy and procedures
- c. The postholder will be required to hold a valid Enhanced Disclosure from the Disclosure and Barring Service (DBS).

1. Personal Attributes

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. To act in a role / service as necessary in an emergency, including out of hours, as part of the Councils wider emergency response
- c. Personal credibility to provide professional and supportive leadership to a large team.
- d. Consistently takes accountability for own actions and holds others to account.
- e. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.

- f. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- g. To actively promote and uphold the Council's Code of Conduct, FRESH Values, Priorities and customer service standards
- h. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- i. To ensure that the Council's policies and procedures in relation to Equality of Opportunity are always implemented in the discharge of the duties of the post.
- j. To ensure that the diversity of staff and service users is respected and ensure that the services provided by the unit reflect the needs of all sections of the community, including different faith groups
- k. Has a collaborative approach to developing solutions and improving services.
- l. Committed to own personal development and that of the workforce.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (ü) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	Educated to degree level or equivalent. A management qualification is highly desirable	✓ A
Key Knowledge	K1	Demonstrable management experience and leadership at a senior level	✓ A
	K2	An excellent and proven knowledge of a range of services within the remit of the role	✓ A
	K3	Knowledge and awareness of current issues and developments affecting CCTV, Emergency Planning and Corporate Health & Safety	✓ A
	K4	Good Knowledge of legislation relating to areas within the remit of the role	✓ A
Relevant Experience	E1	A significant record of achievement in a senior role in a local authority service, dealing with related services and a demonstrable ability to develop creative solutions. Directly relevant experience in a London or metropolitan authority context will be particularly important.	✓ A
	E2	Experience in leadership and management of people including developing talented, motivated teams and enabling them to maximise their potential.	✓ A
	E3	Experience of building and developing partnerships with different organisations and external advisors, and successfully representing and promoting an organisation at a senior level with external bodies.	✓ A
	E4	A proven track record of successful liaison, negotiation and communication with a wide range of stakeholders about critical and contentious decisions and actions.	✓ A
	E5	Experience of providing advice to Councillors, senior officers, partners, and local groups on complex regulatory and statutory matters including	✓ A

		presenting reports to Management Boards and to other groups and partnerships.	
	E6	Experience as a senior manager within a large, complex, customer-focused organisation with a significant element of budget and performance management..	✓A
	E7	Strong track record of leading and managing complex change programmes within a large organisation.	✓A
Core Values and Behaviours		<p>Equity</p> <ul style="list-style-type: none"> a. Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. b. Ensure fairness and justice is at the heart of my decision making and support to my team and others. c. Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. d. Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part e. Take positive action to ensure everyone in my team has opportunities to learn and grow at work f. Encourage everyone to be themselves at work and value who they are g. I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> a. Treat each member of my team with respect and dignity just as I would want for myself. b. Encourage each member of my team to do their very best work and am available to them to provide support and guidance. c. Personalise my support to each team members and look out for them, lending a hand wherever I can d. Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together e. Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard f. Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. g. Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. 	

		<p>h. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</p>	
		<p>Accountability</p> <ul style="list-style-type: none"> a. I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way b. I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. c. I ensure my team plan ahead, getting the basics right and take swift action when problems arise d. I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. e. I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. f. I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. g. I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. h. I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> a. Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. b. Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. c. Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together d. Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes e. I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. 	

		<ul style="list-style-type: none">f. Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.g. Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	
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