

Job Description and Person Specification

Emergency Planning and Resilience Officer

A Lambeth to be proud of



Job Title: Emergency Planning & Resilience Officer

Department: Growth & Environment

Division: Public Realm & Safety

Business Unit: Incident Management and Emergency Planning

Grade: PO2

Reports to: Emergency Planning and Resilience Manager

Responsible for: None

1. Context

The Public Realm and Safety Service covers several 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. Vital to this is compliance to public protection and environmental matters across the Borough.

As Emergency Planning & Resilience Officer, you will be responsible for delivering projects and activities to meet Lambeth Council's responsibilities under the Civil Contingencies Act 2004, to maintain effective business continuity (BC) and emergency planning (EP) preparedness you will have effective de-escalation, interpersonal and communication skills.

Lambeth expects its staff to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Public Realm & Safety to deliver the outcomes placed upon the division, ensuring flexibility of approach and a "can do" attitude.

2. Job Purpose

- a. To work with the team in the development, preparation, maintenance and validation of the Civil Contingency planning arrangements for the borough, in order to ensure full compliance with the requirements of the Civil Contingencies Act 2004.
- b. To work with key partners such as police, fire and ambulance services to ensure the organisations out of hours response services respond appropriately and effectively to incidents and emergencies.
- c. To provide support to the leadership team in establishing, developing and maintaining effective plans and help them validate such plans and procedures through training and exercises.
- d. To promote ways to actively engage the organisation and the community in resilience activity, enhancing knowledge and understanding leading to a more resilient outlook.

3. Responsibilities

- a. To maintain a current knowledge of legislation and policies relating to emergency planning, business continuity, response and management, ensuring that the requirements are understood and implemented
- b. To work to ensure the Council remains compliant with the Resilience Standards for London, linking in with key leads across the Council to encourage buy in and support in line with the suggested best practice in the effort to aid the Council in its assurance that the organisation is resilient to crises.
- c. To assist in the coordination and delivery of a comprehensive resilience training programme, working with senior council staff, members, and a wide range of external bodies including the emergency services, health providers, voluntary groups and local businesses. This will include organising and participating in exercises, one to one and group training and will involve working with a wide range of agencies.
- d. To assist with the development, co-ordination, preparation and running of exercises and events designed to evaluate, review and test the Business Continuity Plans and promote its importance to staff.
- e. Take a key role in the on-going development and maintenance of the borough's civil contingency plan and suite of plans with a regular review and validation schedule.
- f. Attend meetings, have a role in working groups, training and exercising, at a local level in association with various groups concerned with Business Continuity Management and Emergency Planning.
- g. Provide appropriate advice and information relating to resilience activity e.g. warning and informing; risk; business continuity planning to councillors and council officers, voluntary agencies, local businesses and members of the public.
- h. To work in partnership with relevant external organisations including active participation in the statutory Borough Resilience Forum and any relevant sub groups.
- i. To take a key role in the general day to day running of the Emergency Planning & Resilience Team, maintaining the schedule of internal and external meetings and take/distribute minutes at relevant meetings both internally and externally as appropriate.
- j. To work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams, potentially outside of normal office hours.
- k. To assist with the maintenance of a 24/7/365 duty rota for Emergency Response Officers.
- l. To assist in the development and monitoring of the public safety arrangements for large public events that impact on the borough's risk register to ensure that risks are reduced.

- m. To maintain an accurate and current database of emergency call out personnel, Emergency Assistance Centre contacts, Community emergency contacts and resources available.
- n. To support the council's corporate initiatives relating to risk minimisation.
- o. To contribute to elements of contingency planning work which are complimentary to the authority's business continuity plans
- p. To undertake appropriate training to ensure that your personal skills level keeps pace with Civil Contingency planning developments.
- q. To use a range of appropriate ICT products in support of the work and undertake any necessary training including as an administrator of the Business Continuity Management system and being able to edit the internal SharePoint pages.
- r. At times of declared major incident undertake emergency response duties w and/ or potentially outside the borough as part of the mutual aid arrangements as appropriate.

4. Personal Attributes

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. To take personal credibility to provide positive, professional and supportive function to a large team.
- c. Consistently takes accountability for own actions and holds others to account.
- d. 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.
- e. 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.
- f. To actively promote and uphold the Council's Code of Conduct, Values, Priorities and customer service standards
- g. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- h. 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.
- i. 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.
- j. Has a collaborative approach to developing solutions and improving services.
- k. Committed to own personal development and that of the workforce.

PERSON SPECIFICATION

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).			Shortlisting Criteria
You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.			
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" (✓) on the person specification when you complete the application form.			
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Qualification	Q1	Relevant degree and/or professional qualification and membership or one years relevant experience in this field of work	✓A
Key Knowledge	K1	A good understanding of the Civil Contingencies Act 2004	✓ A
	K2	Knowledge of the operation and service responsibilities of local government	
	K3	High level of competency in Microsoft Office applications	✓A
Relevant Experience	E1	Demonstrable experience of interpreting legislation and other laid down procedures/policy and be able to explain the requirements in simple, practical terms.	✓ A
	E2	Ability to communicate credibly and effectively in writing, including clear and concise reports/procedures, and in person inside and outside the organisation at all levels on complex/technical or organisational issues.	✓A
	E3	A team player, who works positively with colleagues in the team and across the organisation, with the ability to plan and organise the work within the team in order prioritise conflicting demands to meet specified deadlines and service needs.	A
	E4	Takes personal responsibility to support change responding to requirements by continually striving to improve processes or activities, consistent with the Council's values and objectives.	
	E5	Experience of working with community groups and organisations.	
	E6	Able to demonstrate capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales	✓A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • 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. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • 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.	
		Accountability • 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 • 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. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • 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. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • 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. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • 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	

		• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • 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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