

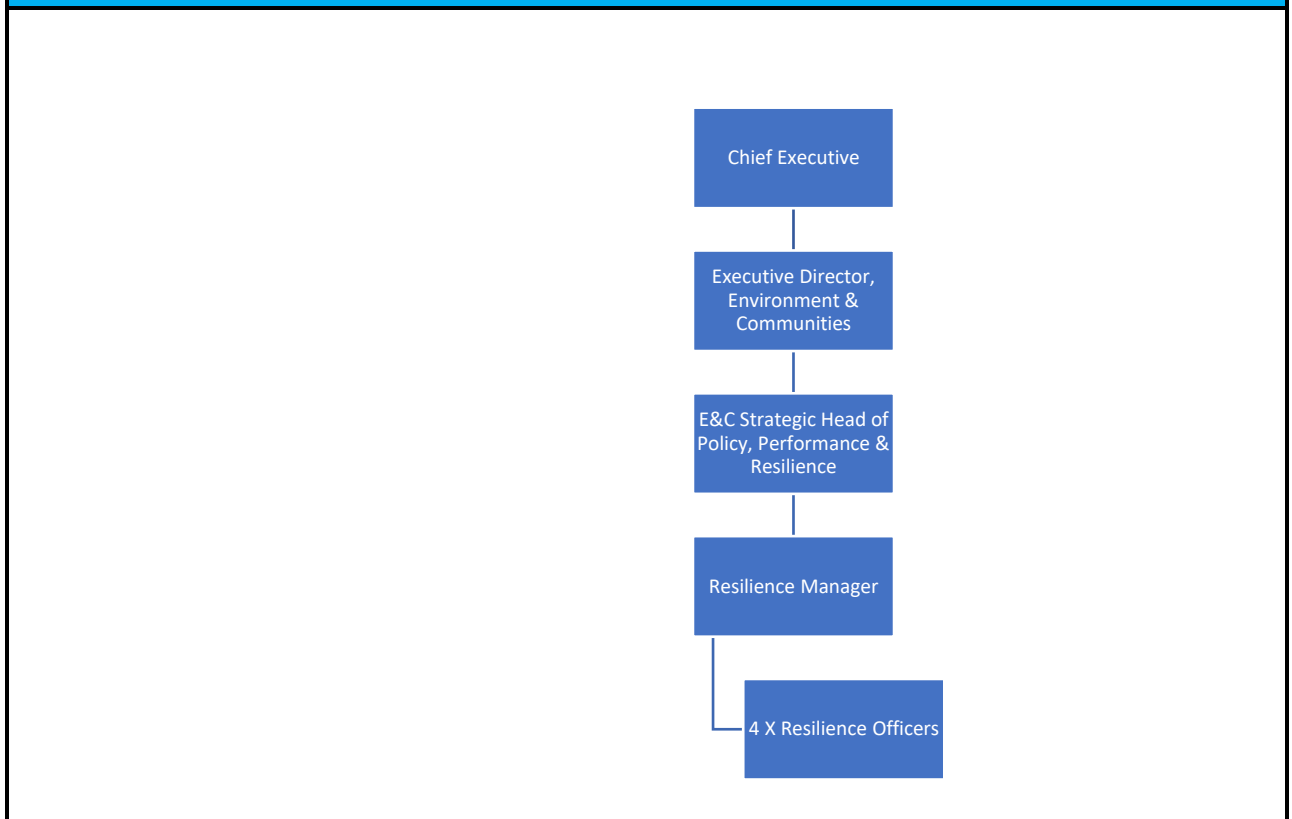
JOB DESCRIPTION

Job Title	Resilience Manager
Position Number(s)	51050369
Department	Environment and Communities
Section or Service	Resilience Manager
Grade	£62,502-£71,445 RBKC Grade I

DESIGNATION:

Responsible to:	Strategic Head of Policy, Performance & Resilience
Employees directly supervised (if applicable):	4 x Resilience Advisors

Family Tree



We are seeking an exceptional individual who can demonstrate our values, to develop our ongoing resilience response within the organisation and wider community.

1. JOB PURPOSE:

1. To be responsible for the maintenance and development of the Council's arrangements by which it remains compliant with the Civil Contingencies Act 2004 and accompanying Regulations, namely:
 - To assess the risk of emergencies occurring and using this to inform contingency planning
 - To put in place emergency plans
 - To put in place business continuity management arrangements
 - To put in place arrangements to make information available to the public about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
 - To share information with other local responders to enhance coordination
 - To cooperate with other local responders to enhance coordination and efficiency
 - To provide advice and assistance to business and voluntary organisations about business continuity management
2. To manage the corporate Contingency Planning Team, its staff, budget and work plan.
3. To promote the shared responsibilities for contingency planning and emergency response management functions across all Council departments and services, and beyond, to the wider community and strategic partners.
4. To provide high quality, professional advice and support directly to the Chief Executive in his role as Gold Commander and as overall strategic lead for Resilience in the Executive Management Team.
5. To directly support the Chief Executive and Gold Executive Directors and Directors during emergencies and major incidents and to play a key coordination role across the Council.
6. To lead the delivery of one-community resilience across the Borough's communities and businesses

2. DESCRIPTION OF DUTIES:

1. To be the Council's lead advisor on contingency planning and organisational resilience, putting in place an annual work plan for the Contingency Planning Team linked to the Resilience Standards for London and risk assessments. This will include the roles of individuals within the Contingency Planning Team and across all council departments and services.
2. To be responsible for the provision and maintenance of the Council's emergency response arrangements, plans, procedures, and call-out rotas of senior emergency response managers and Department Single Points of Contact, ensuring that these arrangements, plans and procedures are compliant with the Resilience Standards for London, the London Local Authorities' Concept of Operations for Emergency Response and Recovery, and other guidance promulgated for use by local authorities.
3. Oversee the corporate Business Continuity programme, the use by all departments and services of the corporately-provided business continuity software and ensure that service business continuity plans are made, maintained, and are a fit with the corporate business continuity strategy.

4. To lead the delivery of the one-community resilience programme, supporting the Borough's communities to embed resilience into their structures and working by assisting them to develop local targeted plans that support the needs of their communities in emergencies
5. Identify and develop relationships with individuals, community organisations, residents' associations, business forums and networks, voluntary organisations, faith groups and elected members to support community resilience and to promote advice to residents about what to do in an emergency.
6. Share information with and represent the authority at local, sub-regional, regional, and national resilience groups, including the Kensington and Chelsea Borough Resilience Forum, the Central London Sub-Regional Forum, regional working groups developing regional frameworks, and in meetings with multi-agency resilience partners and responders.
7. To lead a transformation programme to make the Council's Resilience Team an example of best practice in London by driving continuous improvement, learning from other exemplar organisations and approaches and making resilience a part of everyone's role in the organisation.
8. Lead the authority's resilience work with other local responders, including participation in the development of a borough risk register, multi-agency workshops and exercises, and in the production and maintenance of local multi-agency emergency response protocols where appropriate.
9. To lead on the 'Prepare' strand of the Council's Counter Terrorism Board and local counter-terrorism work.
10. Provide professional resilience practitioner advice and guidance to the Leadership Team, Executive Management Team, Elected Members, the Contingency Planning Assurance Group and managers across the Council's departments and services, orally and in writing, and present complex reports at senior boards when required.
11. To lead the development of a programme of training and other staff development activities to ensure staff, both within the Contingency Planning Team and across the authority, can effectively discharge their civil protection duties.
12. To be responsible for the contingency planning assurance structure led by the Chief Executive, identifying priorities, overseeing the creation and delivery of multi-service work programmes on behalf of the Chief Executive.
13. Validate emergency arrangements, plans and procedures through emergency exercises, and lead on the identification of lessons from emergency incidents, thereby ensuring continuous improvement.
14. To be responsible for the production of periodic council-wide organisational resilience capability performance reports to the Contingency Planning Assurance Group and the Executive Management Team.
15. Contribute to the Contingency Planning Annual Report to the Leadership Team and to reports to Scrutiny Committees.
16. To support the Chief Executive in their role as London Local Authority Gold.
17. To lead the corporate Resilience team, building an effective team working and performance culture, managing the team's daily routine and managing the individuals in the team.

18. Manage the staffing and call-out rota of the Borough Duty Officer scheme, responders to a range of out-of-hours incidents including Highways and Street Lighting, and who also provide the out-of-hours first response Local Authority Liaison Officers.
19. Take part in the 24/7 on-call Resilience Adviser rota, and when called-out in an emergency or major incident to support Council Silver in activating and managing the Council's response to the incident.
20. When required, work outside of 'normal' working hours, including some evening and weekend working, when responding to incidents, attending meetings with community groups, and in training and exercising.

The duties and responsibilities outlined in this job description are indicative of the role. However, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

I agree to the above job description

Post Holder.....

Date.....

Head of Service.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Interim Contingency Planning Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities</p> <p>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p>
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> • Demonstrable experience of managing both staff and projects in complex political environments. • Knowledge of the Civil Contingencies Act 2004 and its associated Regulations, Statutory and Non-Statutory Guidance. • Knowledge of the emergency planning cycle and programme management process. • Knowledge of public sector procedures and working practices, and ideally experience in local government. • Knowledge of major emergency and business continuity planning, including the roles of key first responders and supporting agencies and organisations. • Experience in emergency responses at a tactical and strategic level. • Ability to devise and lead internal and multi-agency emergency and business continuity training and exercise events, workshops and sessions. • Able to demonstrate a good command of English in all written work. Able to prepare detailed, complex reports for senior management and member committees that are

	<p>well-organised and constructed in the 'house' style, and that are clear, competent and articulate. Able to present the full picture without ambiguity or unnecessary detail.</p> <ul style="list-style-type: none"> • Able to share information, ideas and arguments with a variety of audiences. • Able to build effective relationships, encourage team effort and motivate staff. • Able to support and facilitate the employment of team members' knowledge and skills through advice, feedback on performance, training and challenging them to think in new ways. • Ability to bring together, negotiate with and influence a range of stakeholders, both internal and external. • Experience of identifying business requirements, mapping processes, and defining benefits. • Confident user of IT, including a working knowledge of office applications and the ability and willingness to learn new systems quickly. • Ability to work independently on own initiative and to prioritise workloads to meet deadlines and be able to remain calm and effective under pressure. • Political management skills • Experience of working on either corporate cross-council projects or on projects of other (external) organisations. •
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Our Values & Behaviours

<p>D</p>	<div data-bbox="256 210 869 286" data-label="Section-Header"> <p>PUTTING COMMUNITIES FIRST</p> </div> <ul data-bbox="293 333 1197 432" style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p data-bbox="244 465 858 495">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 530 1094 622" style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p data-bbox="244 656 515 685">Our residents will feel that:</p> <ul data-bbox="293 721 971 813" style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
<p>E</p>	<div data-bbox="256 882 828 967" data-label="Section-Header"> <p>RESPECT</p> </div> <ul data-bbox="293 987 1469 1115" style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us.
	<p data-bbox="260 1158 874 1187">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 1220 1441 1301" style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p data-bbox="244 1335 515 1364">Our residents will feel that:</p> <ul data-bbox="293 1397 826 1480" style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

<p>F</p>	<div data-bbox="261 199 833 277" data-label="Section-Header"> <p style="text-align: center;">INTEGRITY</p> </div> <ul data-bbox="293 300 1437 389" style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p data-bbox="245 427 858 450">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 495 1334 584" style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p data-bbox="245 618 517 640">Our residents will feel that:</p> <ul data-bbox="293 651 1182 741" style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div data-bbox="261 777 786 855" data-label="Section-Header"> <p style="text-align: center;">WORKING TOGETHER</p> </div> <ul data-bbox="293 878 1394 967" style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p data-bbox="245 972 858 1016">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 1061 1453 1173" style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p data-bbox="245 1211 517 1234">Our residents will feel that:</p> <ul data-bbox="293 1279 1054 1368" style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.