

Post title	Resilience Manager
Division / Section	Legal and Assurance/ Resilience Team
Department	Customer and Corporate Service
Responsible To	Head of Health, Safety, Risk and Resilience
Number of post holders	1
Acting up/ Secondment	

Purpose of Job

To be responsible for the Council's resilience function including compliance to its statutory obligations and in line with the Council's and its partners' strategic direction, outcomes and priorities.

To lead on emergency planning, business continuity, event contingency and counter-terrorism for the Council, ensuring that appropriate resilience infrastructure which includes policy, plans, procedures and protocols are in place to respond effectively and efficiently to emergencies and ensure the Council's critical services are maintained as far as practicable.

Responsible for all partnership engagement, including community resilience initiatives to enhance City-wide resilience.

MAJOR TASKS/JOB ACTIVITIES

Manage the Resilience service area.

Manage the formulation, testing and auditing of Council-wide business continuity, emergency and counter-terrorism strategies, policies, procedures and plans to ensure compliance and effective response and recovery to internal and external emergencies.

Take personal responsibility for the development of sustainable strategic plans, service delivery and development in relation to resilience matters.

Lead on Council staff training for business continuity and emergency planning to agreed competency levels for Service Areas and Localities.

Provide leadership for effective teamworking within service areas and localities, including matrix management of all Council staff with a specified resilience role (approximately 100). This will include a business partnering model to deliver the resilience service in both functional areas and localities.

Lead on and manage the Council response to incidents; acting, where appropriate, as the managing lead officer for emergencies on behalf of the Chief Executive; provide specialist advice and reports to Council Management, services, committees and associated bodies and represent the Council on resilience matters.

Lead on the risk management of resilience risks to the Council, including counter-terrorism.
Manage the Emergency Coordination Centre and associated resources.

Act as lead advisor on resilience matters, including counter-terrorism to the Chief Executive and chief officers and represent the Council in negotiations, discussions and at external and multi-agency events as

appropriate. Work closely with Chief Officers, Elected Members, senior officers and external agencies to represent the Council's interests.

Take lead responsibility for the preparation and content of reports, strategic plans, other documents, briefings, presentations and FOIs for Council meetings, external agencies, senior officers, including the Council Leadership Team and the relevant committees as well as business and stakeholder groups. Lead on standards, methodologies, policies and procedures to ensure compliance with statutory responsibilities, national legislation and guidance, standing orders, delegated authority, relevant quality standards and Council policies, aims and objectives.

Lead on identifying and establishing effective management arrangements and mitigation strategies for resilience risks within the service.

Lead on community resilience initiatives to implement and maintain local resilience plans and infrastructures for city safety.

Supervision and Management of People (Numbers and type of staff)

Responsible for the cross-Council and localities planning, co-ordination and management of a critical service area and as such will have a number of managers reporting directly to them and based in the same location.

GR9 Senior Resilience Adviser x 1
GR7 Resilience Advisers x 3

The managers will in turn be responsible for delivering major and high-profile aspects of work.

Responsible for the leadership and development of these managers, including consideration of succession planning and resilience to ensure business continuity.

Responsible for managing any temporary secondments, graduate trainees or modern apprentices.

In addition, the post will have responsibility for a range of up to 20 resilience and counter terrorism co-ordinators within service areas and localities. The post holder will have responsibility for planning, co-ordination and oversight in relation to activities within the resilience function.

The resilience manager will oversee and matrix manage in relation to resilience specific projects, incidents and tasks a range of around 100 deputies and resilience reserves.

Oversight and input specifically in relation to the Premises Emergency Procedures in relation to /700 premises and building incident managers.

Creativity and Innovation

Lead on proposals and recommendations relating to the policy, methodology, infrastructure, procedures and strategic development of a critical service area covering a range of diverse services, professional disciplines, partners and other stakeholders, including community groups for community resilience.

This will involve developing new approaches, methodologies, and key policy initiatives in a wide range of subject areas impacting across the Council localities, developing new projects and funding proposals to secure resources.

Contacts and Relationships

Contacts will relate to the development and delivery of a critical service area, internal and external.

Represent the Council to a range of external stakeholders, including at strategic level, including businesses, government departments, community councils and other responder organisations at local, regional, national and UK levels.

Represent the Council on a range of external bodies and will have the authority to commit the Council to a course of action, without prior reference to chief officers.

Provide expert advice and guidance to the highest level of the Council.

Demonstrate the leadership and authority to allow efficient and effective incident management, including chairing of the Council Incident Management Team on behalf of the Chief Executive.

Engage with all relevant partners/stakeholders, including Category 1/2 Responders, businesses, Community Councils and statutory agencies to enhance City-wide resilience.

Decisions (Discretion)

Makes strategic decisions on the future development of a major service area covering the entire Council and the city. Makes critical decisions in emergency situations, often without reference to senior officials.

The post will have the final decision on all advice, recommendations and proposals presented to Senior Management relating to policy, service practice, risk and provision for the resilience service on a cross-Council and localities basis and for associated critical council services.

Decisions (Consequences)

Decisions will have a major impact across a range of critical services covering the entire Council and the City. The decisions taken will directly impact of the safety and wellbeing of residents and the provision of council services, particularly to the most vulnerable, in the most challenging times. Decisions taken will have profound consequences for City, regional and national partners.

Information handled includes highly sensitive and restricted data.

The issues to be dealt with by this role during serious or major incidents include strategic level issues, provision of advice and the need to make strategic decisions and advise Chief Officials, elected members and committee, if required.

Effective leadership during an incident, with efficient prioritisation and allocation of resources, ensures that disruption to the Council and the City is minimised, risks are mitigated and recovery is achieved quickly, to avoid wide-ranging organisational, social and economic impacts.

Resources

Must be capable of challenging existing practices, proposing initiatives for new and more efficient use of resources and negotiating for appropriate funding to do the job.

Responsible for overseeing allocated budgets, including a non-staffing budget of between £80k and £300k, subject to grant funding awards.

Responsible for securing maximum value for money; required to use management information to control and report on expenditure.

Environment – Work Demands

Strategically manage a cross-Council critical service, interpreting the changing local and national factors and legislation impacting on the service.

Challenge, give professional direction, advice and recommendations to managers and chief officers across the Council, including during serious incidents. The post necessitates resilience, stamina and reliability under pressure and an ability to take a firm stance when circumstances warrant it.

This post operates at a senior level, providing leadership and expert opinion to managers and chief officers on all resilience matters, including counter-terrorism, preparedness, risk and future trends.

Environment – Physical

Predominately involves normal office duties and is office based. Occasionally it might be necessary to visit the scene of an emergency incident or exercises and this activity will include walking, or standing for periods of time.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Potentially hazardous situations might, however, be encountered when responding to major incidents or serious emergencies.

Must be willing to work the hours required to fulfil the duties of the post. In emergency situations, this may be outwith the normal working day over a prolonged period of time.

Environment – Work Context

The post might be exposed to hazardous situations or traumatic scenes during the course of duty in responding to an emergency. Although considered a rare event, this could be for brief or prolonged periods of time and could potentially affect their wellbeing.

The normal activities of the post will involve some requirement to take care in relation to the working environment, work activities and dealing with people in line with the regular requirements of a Council employee.

Will be required to work as part of a team on-call rota.

Knowledge and Skills

Extensive and detailed knowledge and skills in a range of diverse professional disciplines, including business continuity, emergency planning, and counter-terrorism theory, practice and best practice.

Qualified to degree or postgraduate level or equivalent and will have an additional management qualification or extensive management experience.

Significant knowledge of working at a senior, corporate, level in a large, complex organisation with a resilience remit.

Extensive professional and statutory knowledge and necessitates full membership of the UK Emergency Planning Society and the Business Continuity Institute.

Required to provide accurate, concise and frequent verbal and written reports on complex issues within very short timescales with little preparation during incidents.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).