

Role Title	Business Continuity Manager
Job Family	
Competency Level	Senior Manager
Pay Scale	PO8
Purpose	
To lead, plan, develop and deliver an expert professional service within the relevant service area. To support the development, management and delivery of Council services. Manage staff responsible for service delivery / support within the service area. To ensure the Council maximises service outcomes in relation to cost.	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Manage responses to complex professional or politically sensitive issues within the area of responsibility. Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions. Major issues are managed through to a satisfactory conclusion. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. Services / goods are delivered on time, to budget and standards agreed. Opportunities to improve delivery / capacity of provision are proactively identified and actioned. Expected operational efficiencies are realised.

Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development. Progress against objectives is effectively monitored and delivered.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Safeguarding standards are monitored and maintained in compliance with Council policy. Appropriate safeguarding training is provided.

Implement a risk management programme and advise on issues affecting Council service areas.	Business threatening situations are recognised, planned for and managed or escalated as appropriate. Systems and governance are in place to and respond promptly to critical events. Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Job Specific Accountabilities:	End Results/ Outcomes
To manage the Business Continuity service, providing oversight, guidance and approval of plan reviews, new plans and threat mitigations. To oversee the preparation of business impact assessments, risk assessments and business continuity plans, and the testing of continuity arrangements.	To support directorates to ensure that their services have sufficient plans and procedures in place to mitigate impacts from service disruption and enhance overall the organisational resilience of the council and it's supply chains.
To support the delivery of the Council's statutory duties as a Category 1 responder under the Civil Contingencies Act 2004, working collaboratively to embed operational resilience and business continuity across the Council, including undertaking an administrative role within the statutory Borough Resilience Forum and wider multi-agency arrangements.	Support services to prepare Business Continuity Plans, in accordance with service risk assessments to ensure that organisations deliver priority Services and their own crisis response capabilities in the event of an emergency.
To participate in the Council's 24/7 corporate crisis response arrangements, supporting the deployment and coordination of the Corporate Emergency Response Team, associated resources and equipment.	Ensure that the Chief Executives and their support staff are appropriately prepared for their duties under the London Local Authority Gold arrangements.
To support the Council's capability to activate and operate the Borough Emergency Control Centre, coordinating the Council's emergency response and providing an emergency centre for the community as required.	Ensure the establishment and maintenance of a Borough Emergency Control Centre capability, with primary and alternate venues for supported organisations.
To support the Head of Civil Contingencies & CCTV Operations, including contributing to briefings for directors, managers and councillors on organisational resilience, multi-agency crisis response protocols and business continuity.	Providing support and guidance across senior management to staff, and ensuring key information is delivered to corporate management and elected members.

To review, implement and approve safety and security measures for events, and to assess and respond to threats and risks to elected members, approving counter-terrorism-related mitigation measures and providing advice on appropriate protective security arrangements.	Ensure that measures are put in place in liaison with Police stakeholders and ensuring the council meets its requirements under Martyn's Law (the Terrorism (Protection of Premises) Act 2025).
To coordinate the Council's response to unplanned incidents and potential emergencies, managing the Crisis Response Team, supporting emergency responders and leading recovery activity.	Ensure that robust arrangements are in place for dealing with emergency incidents 24 hours a day by ensuring the delivery of agreed rotas of the relevant emergency responders.
To ensure timely on-call notifications and briefings to both the duty Tactical and Strategic Commanders, activate corporate and multi-agency response plans, and maintain effective communication with emergency services and partner responders.	Ensuring that the council can respond to incidents, deliver statutory duties to emergency service colleagues and ensure that up to date information is conveyed to ensure decision making is well informed.
To provide specialist leadership and direction in complex incidents and emergencies, ensuring effective response and protection of the Council's reputation.	Manage the auditing of Business Continuity Plans across organisations supported by the Service.
To maintain up-to-date knowledge of civil contingencies legislation, associated procedures and guidance, and to maintain professional competence for the role.	Provide the council with future challenges to ensure adequate decisions are made to meet and deliver changes in legislation and procedural guidance for service delivery.

Nature of Contacts

Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery.

To provide expert advice, guidance and support on highly complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.

Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position.

Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.

Procedural Context

Manage highly complex / high risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan.

High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.

Significant expert knowledge and significant experience is required to resolve highly complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Enable others to understand changes and developments in relevant area and learn new processes / procedures.

Responsible for ensuring contractors / providers deliver to agreed standards.

Work with project teams of both internal staff and external contractors / consultants

The role will require you to obtain:

- Standard satisfactory clearance from the Disclosure and Barring Service and;
- Non Police Personnel Vetting – Level 2 Counter Terrorism Clearance.

Resourcing

Budget Responsibilities:

- There will be access to over £10,000 in cash for use during emergencies as well as having delegated authority from the Chief Executive and therefore a single spend allowance of £50,000 via corporate credit card.
- Ability to spend up to £100,000 with authorisation from Gold.
- Make evidence-based decisions regarding additional financial expenditure during emergencies.

Supervisory Responsibilities:

- Directly managing the Business Continuity Officer
- Managing up to 100 staff during emergencies, including LALO's, Rest Centre Managers, BECC Staff, Volunteers, and response teams as appropriate.

Knowledge, Skills and Experience

- Knowledge and experience of emergency preparedness, multiagency crisis response protocols, local, regional and national emergency plans, recovery protocols and business continuity.
- Ability to assess competency of crisis response team members against standards,

identify training to meet development needs.

- Ability to advise on the preparation and maintenance of divisional business continuity plans, in conjunction with team managers, including arrangements for interim arrangements following service disruption and full recovery of operations.
- Ability to deputise comprehensively for the Head of Civil Contingencies & CCTV Operations and assist in developing the future direction of the service.
- Possess a flexible approach to new or emerging challenges affecting civil protection and resilience and to be able to work to mitigate against potential new threats.
- Experience in the delivery of business continuity and emergency planning functions including experience of incident management.
- Experience of applying principles of risk assessment to business continuity and organisational resilience in planning and response.
- Experience of leading on a wide range of projects and activities including delivery of multiagency exercises and contributing to regional work.
- Ability to participate in the crisis response on call rota in either tactical response or advisor roles and attend the scene of incidents or other locations in the borough within 90 minutes of call out.
- Ability to work outside of normal office hours where required, as part of response to emergencies and attendance at events.

Indicative Qualifications

- Educated to degree standard or equivalent relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.