

Role Title	Contingency Assurance Officer
Job Family	
Competency Level	Principal Officer/Manager
Pay Scale	PO7
Purpose	
To strategically manage, develop, organise and control a professional service area ensuring the delivery of the service meets all Council, professional and legislative requirements.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control 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.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
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.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.

	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. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
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.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
Responsible for co-ordinating training of the corporate crisis response team across Gold, Silver, Bronze, Resilience Advisors and Crisis Response Volunteers, encompassing the corporate management team and ensuring that the training meets the yearly requirement of refresher training.	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. All standards are met and reported on to ensure assurance on these arrangements.
To write exercises of various types, including live and tabletop, in order to test the contingency plans for emergency planning and business continuity corporately and departmentally at Waltham Forest Council at the statutory Borough Resilience Forum.	Delivering the 7 duties of the council through testing and exercising and ensuring statutory duties are achieved through multi-agency collaboration. To form part of the auditing of the council through the London Resilience yearly standards report.

To provide assistance to the Head of Service and Corporate Director in relation to emergency plans and providing assurance to directorate management teams, Senior Leadership Team (SLT) and producing reports on a regular basis in relation to resilience standards.	Providing support and guidance across senior management to staff and ensuring key information is delivered to corporate management and elected members.
To ensure that the team is measured against the 11 resilience standards as part of the London Resilience requirements and produce assurance reporting on behalf of the council and chief executive.	Identification of preparedness of the council both in response to external emergencies and internal service disruption. Reporting on a yearly basis to senior leadership and on to London Resilience.
Maintain the emergency planning team's resources and equipment at all levels of response including the Borough Emergency Control Centre, emergency communication channels and rest centre resources.	Ensure the establishment and maintenance of Rest Centre venues and Borough Emergency Control Centre capability, with primary and alternate venues. With testing of site use and supporting resources including technology and communications.
To work with council departments, emergency services, and other category 1 and 2 responders, to assess risks and plan different types of exercises to test existing plans and developing risks.	Providing risk-based targeted testing and exercising against existing and emerging risks and threats to enhance organisational council resilience.
To maintain knowledge an understanding of the roles of emergency services, as well as changes in legislation or resilience related procedures.	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.
To work with the Service Manager to identify lessons learnt from incidents, both locally, regionally and nationally, to inform testing and exercising.	Manage the auditing of contingency plans both corporately and across the organisation to incorporate learning from incidents or from exercises.
To attend exercises and training with emergency services as an observer, to enable testing of plans to be joined up across multiple agencies.	Support to emergency services and achieve duties under civil contingencies act to ensure joint multi-agency assurance.

Nature of Contacts

Develop effective relationships with partner agencies, particularly Police and Fire Brigade at senior levels to design testing and exercising methods against a risk-based process.

Significant relationships with internal stakeholders at a senior management level and Councillors to liaise with on risks, and test against business continuity and civil contingency plans.

Significant relationships with external stakeholders including category 1 responders, Resilience Forum partners, and voluntary organisations.

To develop and maintain dialogue with all levels of the internal crisis response roles and to deal with people at all levels confidently, sensitively, and diplomatically to enable management of the group and deliver corporate assurance.

Providing specialist advice and support to senior management and displaying professional material to maintain joint working and promote the Council position with senior partners and stakeholders.

Reports to the Civil Contingency Manager

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

- Delegated responsibility for project budgets.
- Workstyle in line with organisational requirements.
- Ability to respond to an incident occurring in the borough within 2hrs.
- DBS check required as part of the role.
- Counter Terrorism Security Vetting (NPPV/2/CTC) check required as part of the role.

Resourcing

Budget Responsibilities:

- Responsible for budget management of testing and exercising costs of approx. £5k.
- Responsible for equipment budget management and purchasing of approx. £10k

Supervisory Responsibilities:

- Manages the support to the on-call council crisis response team, including their training and exercising.
- Deputises for Civil Contingency Manager and Business Continuity Manager

Knowledge, Skills and Experience

- Extensive experience of emergency planning in a Local Authority including managing incidents in a Gold or Silver role with expert knowledge and understanding of the Civil Contingencies Act 2004, Emergency Planning, Crisis/emergency management and Business Continuity.
- Substantial proven experience of designing, writing and delivery testing and exercising of contingency plans.
- Detailed knowledge and understanding of emergency preparedness, multiagency response protocols, local, regional and national emergency plans, recovery protocols and business continuity.
- Possess detailed knowledge and understanding of emergency services and proven experience of working with those services.
- Maintaining up to date knowledge of civil contingency legislation, legal requirements and procedures at national, regional and local levels.
- To be able to use data to identify trends in risk, emergencies and use the results to drive future resilience strategies and activity.
- Demonstrable expertise in assessing the UK National Risk Register and London Risk Register to ensure testing and assurance align with council risks.
- Ability to work in partnership at a senior level with a wide range of staff groups, external agencies and voluntary organisations to make risk-based decisions on testing and exercising.
- Possess the knowledge and skills to be able to audit, prepare, test and exercise both emergency planning and business continuity plans, and take follow up action to enhance the resilience of the council.
- Ability to advise on preparation and maintenance of the Council's emergency plans, in conjunction with senior managers, including arrangements following service disruption and full recovery.
- Possess the skills to be able to design contingency exercises to test key responses across a range of standards under statutory requirements or protocols and to possess the skills to be able to assess emergency services responses.

Indicative qualifications

- Qualification or significant experience in Disaster Management, Emergency Planning or Business Continuity.

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 that 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.