

Role Title	Head of Civil Contingencies & CCTV
Job Family	Regulatory Services
Competency Level	Senior Manager
Pay Scale	PO12
Purpose	
Lead, plan, develop and deliver an expert professional service within Waltham Forest. Supporting the Chief Executive, Strategic Leadership Team and elected members to achieve the aims and desired outcomes of the Council's missions by providing strategic policy direction, leadership, management and financial control for the functions of civil contingencies and CCTV within the Council, including emergency planning, business continuity, and CCTV operations centre. Providing expert leadership on the Civil Contingencies Act 2004, ensuring the Council's Emergency Planning and Business Continuity arrangements are robust, compliant and effectively delivered in line with London Resilience standards, ISO 22301 and BCI Good Practice Guidelines. Leading all areas of service delivery ensuring that the council can respond effectively to emergency situations that arise and threaten the relevant communities and be accountable for the planning and development of strategies, policies, the wider incident response and borough resilience/contingency planning ensuring a robust and timely response to emergencies at both operational and strategic levels. Using advanced specialist knowledge and skills, the role holder will lead on the solution to highly complex and/or contentious issues. In particular, a considerable requirement to maintain high standards of professional acumen and decision making in periods of considerable pressure that arise within emergency situations. Being the corporate lead in providing strategic oversight of the CCTV network and infrastructure, ensuring that relevant legislation, guidance and best practice is compliant and is correctly applied across the council, and to advise staff on the appropriate use of this legislation. Providing governance by working in partnership and offer high level support to external organisations, such as the Police, Home Office or the Biometric & Surveillance Camera Commissioner to ensure that a coordinated approach to the provision and use of CCTV is taken across Islington. Managing the corporate contract for CCTV Maintenance associated with the service and other council departments ensuring that they are efficient and effective, representing value for money and monitor the performance of these, identifying opportunities for improvement under the council's contract management systems. Using expert knowledge to guide the future service delivery of CCTV to ensure there are use of new technologies, improvements to service delivery, closer and more efficient procedures across a wide range of internal departments and external partners and stakeholders.	

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. Understand the different and diverse risk areas that exist within the areas covered by the organisations supported by the Service and take steps to ensure those organisations can efficiently and effectively respond to emergency situations. Develop corporate Civil Contingencies policies, doctrine, and strategies to ensure that organisations supported by the service, and other organisations as stated in 'The Act' meet their legal obligations and subsequent Statutory and non-Statutory Guidance. Assist supported organisations to meet relevant standards and legislation. Keep up to date with changes to legislation, standards, and guidance affecting the functions undertaken and ensure an understanding of implications for all responsibilities, functions, and services. Research and evaluate the latest techniques and approaches and maintain up-to-date knowledge of best practices in the fields covered by the scope of the post.	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. External inspections are managed effectively. 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. Customer outcomes are clearly understood and specified.

	Services / goods are delivered on time, to budget and standards agreed. Opportunities to improve delivery / capacity of provision are proactively identified and actioned. Suppliers and supply chains are resilient and adaptable to meet changing needs. 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 provide. There is a safe working environment.
Job Specific Accountabilities:	End Results/ Outcomes
To provide authoritative strategic advice to senior leaders and elected members on resilience, emergency planning, business continuity and multi-agency frameworks, to shape corporate decisions and compliance.	The council has robust, tested plans in place to meet statutory requirements with senior leaders able to make informed decisions based on expert strategic knowledge and the council has substantial expertise in a statutory field.
To lead on providing assurance on corporate preparedness by delivering regular assessed and maintained plans and reports of effective emergency response at both local and corporate levels, evidenced through testing and exercising.	Testing, exercising and reviewing of Emergency Plans, ensuring appropriate resources and robust arrangements are in place for responding to an emergency incidents 24/7 by ensuring resource of relevant emergency responders.
To provide strategic oversight of the Borough and Community Risk Registers, ensuring they are maintained in line with the National Risk Register of Civil Emergencies and fully integrated with corporate risk assessment and assurance processes.	The corporate risk is considered in alignment with National and London risk registers. The design and delivery of appropriate training meets the risks and threats to the borough.
Work in partnership with senior local and regional partners for the development of multi-agency plans required by legislation and participate in strategic roles within London Resilience boards.	A strong and resilient borough, across multiple agencies. Supporting residents in a more cohesive response to emergencies and recovering quicker.
Responsible for ensuring that organisational resilience and business continuity is fully	A strong organisational resilience, gives the council substantial mitigations against

embedded at a strategic and tactical level across the council including leading on the statutory borough resilience forum and wider multi-agency arrangements	service disruption and enables the services to return to service delivery after incidents, emergencies or disruptions.
To lead the Protect and Prepare strands of Counter Terrorism, embedding Martyn's Law (the Terrorism (Protection of Premises) Act 2025) including advising on protective security measures and high-risk activities as well as planning for and responding to terrorist threats and increased threat level.	The council has robust plans in place for terrorism related matters. Requirements of Martyn's Law are delivered across the borough under a governance process.
To lead the partnership with key stakeholders in the Police, Security Services, and National Crime Agency, providing high level support, and ensuring that with the Home Office and/or the Biometric & Surveillance Camera Commissioner there is a coordinated approach to the provision and use of CCTV.	Integrated relationships exist between key partners and stakeholders with an embedded capability to ensure compliance both internally and with those external partners.
To lead the strategy for developing and maintaining an effective Borough-wide CCTV Operations Centre, utilising the latest technology to monitor, evaluate and review the effectiveness of CCTV and other service initiatives	The key operations centre can operate with a future plan under a clear strategy to enable future planning for efficient service delivery.
Lead corporately in relation to CCTV matters, ensuring that relevant legislation, guidance and best practice is compliant and correctly applied across the council, ensuring borough-wide annual DPIAs for SCC certification, data management, fault maintenance, data release to third parties and RIPAS requests and service agreements with the Police.	The council has a corporate lead in ensuring compliance with legislation, protecting the council and enabling a clear ability to both audit and manage compliance.

Nature of Contacts

Members, the Chief Executive, Strategic Directors, Heads of Service and equivalent levels within external contacts including Police, Fire and Ambulances Services, alongside London resilience, GLA, military and faith.

Manage relationships with key stakeholder's, partners and providers, to identify / meet requirements, generate and co-ordinate ideas and develop council and partnership wide policy and service delivery.

To provide expert advice, guidance and support to internal senior management and external partners on highly complex / sensitive issues, including in relation to counter terrorism or national security items.

Establish key relationships with a wide range of internal colleagues and external partners around the use of CCTV, communicating the legal restrictions and managing compliance through those relationships.

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.

Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills.

Procedural Context

Reports to the Assistant Director of Public Protection & Resilience

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.

Decisions will impact across own service, the wider Council and its partnerships.

Ability to respond to an incident occurring in the borough within 1.5hrs.

This post carries a requirement to have:

- A Disclosure and Barring Service (DBS) check for either Adults, Children, or both.
- A NPPV CTC/2 (Counter Terrorism Vetting)

Resourcing

Budget Responsibilities:

- Responsible for an operational budget of approximately £5m and Individual project spends varying up to £1m in value.
- To act as Cost Centre Manager, developing budget forecasts for the Service and managing budget allocations in support of developing capabilities.

Supervisory Responsibilities:

- Postholder will directly manage 3 managers (CCTV Manager, Civil Contingency Manager and Business Continuity Manager) and deputise for Assistant Director Public Protection & Resilience.
- The postholder will directly manage up to 100 staff during incidents and emergency response situations and work with Senior Management Team for the recruitment, retention, and training of staff who will respond to an emergency incident.
- The postholder will oversee the CCTV maintenance contract, and systems contract, overseeing and managing consultants and suppliers.

Knowledge, Skills and Experience

Knowledge and Skills

- Expert knowledge of civil contingencies and principles of integrated emergency management including duties and obligations placed on local authorities through legislation, acts and guidance.
- Ability to be on call as the council's resilience advisor and to be prepared to respond to major incidents at very short notice.
- To be able to advise the council on new developments in technology and providing advice to council departments and contracted services, on CCTV installations, upgrades, DPIAs and CCTV requests.
- An ability to use analysis and insight to design and develop service delivery
- Ability to communicate effectively, both in writing and verbally, with a diverse range of people.
- Possess a flexible approach to new or emerging challenges affecting community safety and resilience and to be able to work with others to mitigate against potential new threats
- Ability to advise on the preparation and maintenance of the Council's directorate and divisional business continuity plans, in conjunction with senior managers, including arrangements for interim arrangements following service disruption and full recovery of operations

Experience

- Proven experience of working in the field of emergency planning/resilience/civil protection in Local Authorities.
- Substantial experience and knowledge in the delivery of emergency planning and business continuity functions including experience of incident management, detailed knowledge and understanding of emergency preparedness, multiagency crisis response protocols, local, regional and national emergency plans, recovery protocols and business continuity management
- Experience of senior roles in an emergency response setting at silver (tactical) and gold (strategic) levels.
- Experience of working with / leading stakeholders through complex problem solving and strategy definition
- Substantial experience of working closely with other agencies, stakeholders and partners, including a range of Police teams, including those which may require

confidentiality and/or security restricted activity.

- Experience in managing a team of specialist officers within complex organisations.
- Experience in managing budgets.

Indicative Qualifications

- Educated to degree level or equivalent standard in a field relevant to the role and hold a suitable professional qualification directly related to the role.
- Further higher education, professional qualifications related to the role would be an advantage.
- Evidence of continuing professional development.

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.