

Role Title	Civil Contingency Officer
Job Family	
Competency Level	Principal Officer
Pay Range / Scale	PO4
Purpose To develop and operationally manage the service. To ensure quality and value for money at all times. To ensure the service complies with relevant legislation, regulations and policies.	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion, or escalated if appropriate.

	Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them.

promote good practice relevant to the role.	Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
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 Result/Outcomes
To support the deliver the implementation of the Council's statutory duties as a Category 1 responder under the Civil Contingencies Act 2004, working collaboratively to strengthen operational resilience and emergency preparedness across the Council. This includes undertaking an admin and coordination role in support of the Borough Resilience Forum and multi-agency arrangements.	The council has robust internal response capabilities and external multi-agency capability to respond to larger incidents. Supports the council in achieving it's statutory responsibilities and meeting the standards of London Resilience.
Supports preparation of business impact assessments, risk assessments, and business continuity plans, and tests business continuity arrangements.	Enables services to be resilient to service disruption and recover from incidents as quickly as possible through mitigations.
To participate in the Council's 24/7 corporate crisis response arrangements, supporting the coordination of the Corporate Emergency Response Team, associated resources and equipment. The post holder will report to Corporate Directors and Directors undertaking Gold roles and provide timely advice and recommendations to senior officers	Ensuring that the Councils emergency response is co-ordinated, in a timely and professional delivery and the support is provide to staff undertaking response roles within the crisis response team arrangements.

and elected Members, up to Leader and Chief Executive level.	
Assist in ensuring that the council has the ability to open and manage the Borough Emergency Control Centre to co-ordinate the council's response and provide the community with an emergency centre during an emergency.	Ensure the establishment and maintenance of a Borough Emergency Control Centre capability, with primary and alternate venues for supported organisations.
Provide support to the Civil Contingencies Manager to assist briefings to managers on organisational resilience, emergency planning, and multiagency crisis response protocols.	Providing support and guidance to senior management ensuring key information is delivered to corporate management and elected members to highlight service work and to support decision making.
To design and propose safety and security measures for events, security measures and to respond to threats and risks to elected members, sending proposals to the Civil Contingencies Manager to approve mitigation measures.	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).
Co-ordinates the council's response to unplanned incidents, manages Local Authority Liaison Officers and Crisis Response Volunteers, and supports emergency responders and recovery.	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.
Maintains communication channels with emergency services and other responders at a tactical level.	Provides relationships with stakeholders to enable multi-agency working is developed for use in emergencies and in testing and exercising.
To maintain an up-to-date knowledge of civil contingency legislation, associated procedures and guidance and to maintain competency for the role.	Provides the council with current challenges and ensures adequate decisions are made to meet and deliver changes in legislation and procedural guidance for service delivery.

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

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.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions.

Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

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.

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

- Experience in the delivery of emergency planning functions with the ability to deputise for the Senior Civil Contingency Officer.
- Experience of participating in a wide range of projects and activities including multiagency exercises.
- Knowledge and experience of emergency preparedness, multiagency crisis response protocols, regional plans, and recovery protocols.
- Experience of applying principles of risk assessment to emergency planning.
- Excellent written and verbal communication skills with the ability to demonstrate this with senior officers and stakeholders.
- Possess the skills to be able to assess competency of crisis response team members against standards and identify training to meet development needs.
- 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, reporting to corporate directors or directors as Golds.
- Ability to maintain divisional emergency plans, working in conjunction with team managers.
- Possess a flexible approach to new or emerging challenges affecting civil protection and resilience with the ability to prioritise work according to risk or threat.
- 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