

Role Profile

Job Title:	Head of Emergency Management	Grade:16	
Department:	Emergency Management Service	Post no:	52043
Directorate:	Corporate Resources	Location:	Hybrid

Role reports to:	Director of ICT, IDM, & Property Services (CIO)
Direct Reports:	<ul style="list-style-type: none"> • Deputy Head of Emergency Management • Business Continuity Manager • 2 x Emergency Management Officers • Emergency Planning Assistant • Student placement (BC and EP Officer)
Indirect Reports:	Emergency Response Team and Council staff during major incidents and emergencies
<i>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.</i>	

JOB DESCRIPTION

<p>PURPOSE OF ROLE:</p> <ul style="list-style-type: none"> • To lead on the on-going maintenance and continual improvement of the Emergency Management Service • To ensure compliance with the Civil Contingencies Act and to advise on other legislation relating to Emergency Management & Business Continuity • To take the lead in developing and preparing resilience for the Council and the Community in response to local, regional, and national threats or incidents • To manage the budgets of the Emergency Management Service
<p>KEY ACCOUNTABILITIES:</p> <ul style="list-style-type: none"> • Lead and manage the Emergency Management and Emergency Response Teams to ensure that the Team are the first point of contact in the event of a major incident in and out of hours • To support partner agencies by providing expert advice, guidance, and day-to-day service provision. • To develop & maintain corporate & departmental BC plans in line with ISO 22301 and

GPG2018, to ensure that the Council can continue to respond to emergencies and support and reduce the impact to the public even when the Council is directly affected by disruptive challenges

- Lead on the development of Ealing requirements of all pan-London emergency arrangements
- To represent the Council's interests on national, regional and local groups that develop and implement Emergency Management Policy and Guidance
- Act as the lead officer for the Council on dealings with the Local Resilience Forum, Category 1 & 2 responders and other enforcing bodies
- Keep auditable records of all safety-related decisions so that should the Service come under legal scrutiny it will be possible to establish decisions made from risk assessments onwards are reasonable
- Lead on the development of risk assessments for local & sub-regional risks, including plan writing & training
- Lead on the development & maintenance of plans, procedures, policies and Strategies in relation to Emergency Management and Business Continuity
- Manage the promotion of both business continuity and emergency planning to local businesses, residents, staff & voluntary organisations
- To prepare and present briefings and Committee reports for Elected Members and Directors as appropriate
- To be responsible for advising and guiding the Corporate Leadership Team and Corporate Board in respect of all Emergency Planning and business continuity issues ensuring that strategies and policies are cross cutting and integrated
- Ensure that the duties and expectations placed on all staff are agreed, understood, recorded and exercised.
- Maintain a high level of awareness of the developments within the Council, in London & UK wide, supply information & advice to colleagues, senior managers & members proactively
- Carry out appraisals & supervisions in line with corporate policies.
- Lead to identify training needs and develop appropriate training & exercising program for staff, contractors, members & partnering agencies
- Undertaking any other duties commensurate with the level of the post

KEY PERFORMANCE INDICATORS:

- Successful achievement of Service Plan
- Delivery of projects to time, cost, quality
- Emergency Response Team response times
- Levels of customer satisfaction
- Key performance indicators as developed by Resilience Forums or national bodies (e.g., Resilience Standards for London, Audit Commission's Self-Assessment Toolkit)
- All other generic corporate performance indicators

KEY RELATIONSHIPS:

- Corporate Leadership Team
- Elected members
- Emergency Response Team
- Council Communications Team
- Cat 1 and Cat 2 Responders in Ealing and across London

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Team managers and teams
- Financial systems and budgets
- Accountable for Service Plans; major input to 3 & 5 year Strategy
- Online systems procurement, development and implementation
- Contracts
- Sign-off level of authority £10,000

Person Specification

Key criteria – applicants need only address points with ** please give examples.

Essential knowledge, skills & abilities:

1. ** Proven track record in leading emergency management responsibilities in a multi-functional working environment
2. ** A clear understanding of the Civil Contingencies Act (2004) and all other regulations relating to Civil Protection
3. ** A clear understanding of integrated emergency management at a local, regional & national level
4. ** Working knowledge of the Risk Assessment process under the CCA
5. Working knowledge of exercise design & management

6. **High level of interpersonal, influencing & Presentation skills including working with internal and external partners
7. **Ability to lead, manage and motivate teams to deliver service priorities efficiently and effectively.
8. Full UK driving licence & the ability to respond to emergencies within one hour
9. **Proven ability to liaise with both category 1 & 2 responders, voluntary organisations and public groups
10. **Ability to effectively prioritise own work, meet tight deadlines and that of others, to work flexibly according to the changing needs of the service demonstrating clear evidence of adaptive leadership.

Essential qualification(s), experience and registration

11. **Relevant formal/ professional Emergency Management or equivalent qualifications
12. Experience of managing professional development programmes and or centres in an education or other context.
13. **Evidence of ongoing and relevant continuing professional development

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they'll do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards