

Job Description and Person Specification

Job details

Job title: Business Continuity Officer

Grade: NNC Band 7

Reports to: Head of Emergency Planning and Community Resilience

Responsible for: None

Directorate and Service area: Emergency Planning, Place and Economy

Purpose of the job

To support North Northamptonshire Council (NNC) with Emergency Planning by preparing, delivering, and implementing emergency plans and procedures. The postholder will ensure the Council meets its statutory and professional duties for emergency planning and business continuity, including providing support in the event of an incident. The postholder will participate in the duty officer system that provides the initial contact point for the emergency services and to mobilise and coordinate the appropriate response arrangements.

Principal responsibilities

1. Design, develop, embed, maintain and improve resilient systems, plans and procedures, to support the effective mobilisation and management of emergency response and recovery activities including those relating to Business Continuity.
2. Plan, facilitate, promote and support programmes of activity to enhance preparedness and resilience across Northamptonshire working where possible to meet or exceed the appropriate standards and relevant good practice guidelines. (e.g. the international standard for business continuity management (ISO 22301:2012) or national resilience standards).
3. Lead delivery of allocated projects, including multi-agency projects, taking responsibility for all allocated aspects of project management.
4. Research, collate, analyse and evaluate information including risk and financial data, in order to provide accurate assessments and make recommendations for future actions.
5. Develop practical and proportionate solutions to complex problems having due regard to ensuring they can be effectively implemented when required.
6. Coordinate at a tactical level the response to a critical incident or emergency and where necessary in conjunction with the voluntary sector, utilities, and other partner agencies, as necessary. This includes out of normal office hours and may include attending the scene of an incident.
7. Provide specialist advice to all levels of management including elected members.
8. Maintain a wide range of positive professional relationships at all levels (including chief officer) with colleagues, partner agencies, volunteers and community organisations to deliver the service to required standards and to resolve complex multi-agency issues as required.
9. Develop and embed the use of appropriate IT systems, such as Resilience Direct, Geographic Information Systems (GIS) and social media.
10. Design and deliver training courses and materials as necessary to embed resilience in Northamptonshire

11. To be available as part of a 24/7 standby duty officer rota. Also to be available both in and out of hours when not on standby subject to sickness, leave and reasonable demand, in order to support service delivery and respond to time critical challenges.
12. To ensure that reasonable care is always taken for the health, safety and welfare of self and other persons, and to comply with policies and procedures relating to health and safety within North Northamptonshire Council.
13. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
14. To be willing and able to obtain SC (Security Check) clearance and abide by the policy and procedures pertaining to protectively marked material and the Official Secrets Act.
15. To carry out any other duties which fall within the broad spirit, scope and purpose of this job description.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is always taken for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

The postholder will participate in an on-call 24-hour duty officer rota, which will involve holding a phone and responding to calls for one week at a time. An additional payment is payable while on call.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Degree holder, in a relevant discipline or other similar qualification.	Prince2 Practitioner Level or equivalent qualification in project management.
Knowledge	Theory and application of the principles of Business Continuity Management. Information Security and Data Protection.	Principles and method of effective business continuity management systems Good practice in the field of business continuity management and emergency management
Experience	Producing business continuity, emergency or resilience plans or procedures.	Working within local government cultures and structures. Full-cycle project management. Working within the context of a major incident or civil emergency.
Ability and Skills	Interpersonal and motivational skills and ability to influence and negotiate. Participating in meetings and meeting etiquette. Researching, interpreting, and communicating complex information. Problem solving, decision making, and delivering effective and proportionate solutions. Developing processes and systems for others to follow. Project and Change management. ICT skills. Learning new ICT systems quickly. Presentation and public speaking. Remaining calm and skills under pressure, during very intense periods of activity.	Chairing meetings with internal and external stakeholders. Facilitating workshops with internal and external stakeholders. Information Management. Multi-tasking, managing multiple ongoing work streams. Act independently, with some guidance.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	