

Kent County Council

Job Description: KCC Resilience Officer

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| Directorate: | Deputy Chief Executive's Department |
| Unit/Section: | Infrastructure |
| Grade: | KSH |
| Responsible to: | Resilience and Emergency Planning Manager |

Purpose of the Job:

The role is key to ensuring the County is resilient to and prepared for emergencies and planned events, and the County Council's emergency and business continuity planning, response and recovery is effective.

The postholder will work as part of a professional team responsible for the co-ordination, development and delivery of the County Council's emergency planning, business continuity and 24/7 Duty Emergency Planning Officer arrangements in compliance with the Civil Contingencies Act and other relevant legislation and regulation.

Main duties and responsibilities:

1. Provide specialist advice and guidance to inform corporate emergency planning and business continuity encompassing risk assessment, response and recovery to ensure KCC is able to meet its obligations for any emergency.
2. Facilitate development and delivery of the County Council's emergency planning and business continuity arrangements in compliance with relevant legislation and regulation, encompassing planning, training, exercising, response, recovery and participation in single and multi-agency command and control.
3. Develop strong customer relationships both corporately and with external partners, influencing decision makers through the understanding of how resilience issues impact across KCC and partner organisations.
4. Responsible for stimulating an environment for innovation with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Consistently looking at the current way of working to see how this can be improved. Develop and lead specific resilience projects which will include the setting of project plans, the management of project risks and issues, the communication of regular progress reports to managers and stakeholders, and the management of project risks / issues.
5. To respond effectively and efficiently to emergencies, planned events and business continuity disruptions, including supporting affected individuals, communities and KCC services.
6. Design, deliver, and lead training courses & exercises, encompassing compliance & community resilience, business continuity & organisational resilience, conducting debriefs and identifying areas for improvement, to improve future ways of working.

7. Represent KCC at local, regional, and (where appropriate) national stakeholder meetings to ensure advocacy for KCC services, duties and service users.
8. Advise the KCC Cross Directorate Resilience Forum, Directorate Resilience Groups and other relevant standing, and task and finish, groups, delivering appropriate resilience support and advice during business continuity incidents and other emergencies affecting KCC.
9. Undertake emergency planning and business continuity management audits to ensure KCC is able to respond and effectively implement continuity plans when necessary.
10. Develop and oversee briefings and reports, undertaking research and analysis, maintaining resilience data sets to inform KCC planning.
11. Responsible for delivering a customer centric approach and displaying customer focused, professional and empathetic behaviour. Provide excellent service putting the customer at the heart of every aspect of the work.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: KCC Resilience Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

| | CRITERIA |
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| QUALIFICATIONS | <ul style="list-style-type: none"> Level 4 Diploma (or equivalent) and / or relevant professional qualification, or experience in a relevant field |
| EXPERIENCE | <ul style="list-style-type: none"> Proven experience of working in a public sector / emergency service environment. Experience in working within a partnership / multi-departmental environment at different levels Experience of working as part of a project team. |
| SKILLS AND ABILITIES | <ul style="list-style-type: none"> Produce plans and reports that are easy to interpret and apply. Excellent communication skills to support, engage and advise individuals at different levels both internally and externally. Strong presentation skills to deliver training to a variety of audiences. Research, analyse and interpret policies and procedures in order to support managers to develop plans that meets business needs and complies with legislative requirements. Able to work on own initiative, taking responsibility for actions and decisions |
| KNOWLEDGE | <ul style="list-style-type: none"> A practical application and understanding of civil contingencies legislation, integrated emergency management & business continuity. In depth understanding of Health & Safety, Equalities & Diversity & business planning policy & principles Commitment to equalities and the promotion of diversity in all aspects of working. |
| KENT VALUES AND CULTURAL ATTRIBUTES | <p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding</p> |

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| | <p>and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p> |
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