

Kent County Council

Job Description: KRT Resilience and Emergency Planning Manager

Directorate:	Chief Executive's Department
Unit/Section:	Infrastructure
Grade:	KSJ
Responsible to:	Head of Resilience and Emergency Planning

Purpose of the Job:

To deliver line management, supervision, policy development and project management roles co-located within the multi-agency Kent & Medway Resilience Forum (KMRF) / Kent Resilience Team (KRT), in advocacy and furtherance of Kent County Council's statutory duties and policy priorities. This includes deputising for both the Head of the Kent Resilience Team and KCC Head of Resilience and Emergency Planning Service, senior participation in corporate and multi-agency forums, command and control structures, and other planning and operational response roles.

The role provides day-to-day management across a range of specialist functions, encompassing risk, plans & capabilities, training & exercising, and lessons learned / lessons identified. This requires the postholder to work at a senior level with all KMRF partners (including KCC services and providers), industry, emergency services, and other stakeholders

Main duties and responsibilities:

1. Participate effectively in KCC Infrastructure division Extended Leadership Team and other leadership forums, including providing specialist guidance and advice to internal services and influencing decision making and building customer relationships across KCC.
2. Co-lead with the KRT partners the development and delivery of the KMRF Business Plan, ensuring compliance with all relevant legislation, regulations, and guidance ensuring changes in legislation and regulations are interpreted and implemented
3. Represent the KRT at local, regional, and national multi-agency / stakeholder meetings, leading / chairing working groups, providing KRF opinions and tactical advice to influence the cross-directorate and multi-agency decision making on behalf of KCC.
4. Lead and develop the provision of specialist, clear, consistent professional advice and guidance regarding KMRF workstreams, by interpreting policy / procedures and applying best practice to solve complex resilience queries for a wide range of customers across all KMRF partner organisations.

5. Lead, develop and build strong customer relationships with multi-agency groups and partners, influencing decision makers through the understanding of how resilience issues may impact their organisation.
6. Manage and lead workstreams, projects, and initiatives within the Kent Resilience Team to meet multi-agency organisational aims and objectives ensuring the commissioning of expertise of other functions within the multi-agency organisations.
7. Manage and ensure oversight of project portfolios from concept to handover, which will include the setting of project plans, finance, procurement, communicating progress to the Head of the Kent Resilience Team, KMRF governance boards, and the KCC Head of Resilience and Emergency Planning to ensure the mitigation of risks to the population of Kent & Medway.
8. Lead and manage a team of professionally qualified staff, and those working towards qualification, developing and motivating them through day-to-day support and supervision.
9. Facilitate multi-agency debriefs to identify and learn lessons from responses, training, and exercises, to improve ways of working in the future.
10. Contribute to monitoring of budgets for the KRT as part of the KRT Management Team, ensuring that cost retrieval and other financial targets are achieved, and resources are used appropriately with consistent appraisal methods for expenditure.
11. Stimulate an environment for innovation, with opportunities to plan new interventions that will drive innovation, proactively embracing new ways of working. Continuously review current ways of working to identify improvements.
12. Participate in the KMRF's and KCC's response to incidents / emergencies, including contributing to command and control meetings, coordinating resources, and liaising with colleagues in KCC and wider KRF partner organisations (both in hours and out-of-hours), when required.
13. Support the development and delivery of multi-agency command training to KCC and wider KMRF partner agencies.

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.

Organisational Responsibilities

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role, not an addition, and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent

- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

Kent County Council

Person Specification

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
QUALIFICATIONS	<ul style="list-style-type: none"> • Level 5 qualification (or equivalent) and / or • Relevant professional qualification in resilience and / or • Extensive experience in the sector.
EXPERIENCE	<ul style="list-style-type: none"> • High level of experience of working in a public sector / emergency service / response environment • Extensive experience in resilience or a related field. • Experience of managing complex programmes and projects • Extensive practical experience of incident response / command and control • Experience of managing a team • Demonstrable experience of partnership working within a public sector setting at different levels. • Experience of negotiating with senior managers, customers and partners. • Experience of leading a one team approach and taking an active role in encouraging the team members to establish positive relationships and work collaboratively across the wider service.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability • Excellent ability to draft project plans, progress reports and resilience documentation that are easy to interpret and apply. • Excellent written and verbal communication skills and be able to adapt the communication style to suit different audiences, engage influence and empower individuals. • Strong presentation skills to deliver training to a variety of audiences. • Ability to analyse and interpret complex data producing practical solutions to meet required outcomes. • Able to think ahead to recognise risks and benefits, which will aid a balanced and informed decision-making style. • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability • Able to work on own initiative, taking responsibility for actions and decisions surrounding areas of accountability
KNOWLEDGE	<ul style="list-style-type: none"> • An excellent practical understanding of civil contingencies legislation, integrated emergency management & business continuity. • Knowledge and understanding of organisational culture

	<p>and context including political context, decision making processes, regulated environment, Health & Safety and Equality & Diversity policy and principles.</p> <ul style="list-style-type: none"> • An excellent practical understanding of business planning processes. • 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 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> <p>(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)</p>