

ROLE PROFILE

Job family	Community Engagement	Role profile number	CE13-1600	Grade M
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Job purpose: Engage customers, visitors and partners to utilise a facility or service and deliver excellent customer service.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a broader range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context, and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues / volunteers to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative qualifications	Degree or equivalent experience/skills. ITQ 2 or equivalent skill and ability demonstrating significant experience in related IT systems. Professional qualification in area of specialism Licence / certificate / qualification required for the role.
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Knowledge of wider sector / external influences. Knowledge and experience of contributing to the development of services, policies procedures and practices. Excellent customer service skills with experience of resolving escalated customer enquires in the specialist service area. Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Success in a similar work environment, backed by evidence of appropriate level of expertise. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure Proven initiative and judgement to identify and resolve problems. Experience of volunteer management where appropriate to the job Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Maintain and improve operational efficiency and quality of service of own. Proactively develop professional knowledge, skills and behaviours. Represent specialist area internally and / or externally to put Council view and respond to enquiries. Manage specialist projects or improvement programmes, or contribute to larger initiatives Create documents and other materials to support / promote the service area Monitor and report on service standards / budgets as required, within own service area. Recommend and prepare the submission of bids for short and long term funding / income.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature.

	<p>Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery.</p> <p>Regular contacts will include: senior managers, leadership team, councillors, volunteers, external bodies and partners.</p> <p>May involve designing and / or delivering training, workshops, presentations and / or roadshows to both internal and external stakeholders.</p> <p>Coaching responsibility for colleagues / volunteers</p> <p>Deal with all people at all levels professionally, sensitively and diplomatically</p> <p>Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in policy and working practice to contacts</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the service, community and organisation.</p> <p>Identify additional requirements or shortfalls and recommend innovative, robust solutions.</p> <p>Maintain all required records and information. Analyse and interpret complex information, for input into reports and recommendations.</p> <p>Plan, co-ordinate and / or deliver training activities which support knowledge sharing both internally and externally, where appropriate</p> <p>Identify the requirements for communication / promotional / engagement events and activities to support the area of responsibility</p> <p>Ensure agreed proposals are planned, designed and implemented.</p> <p>Assess and mitigate any risks associated with the operation of the service/facility ensuring that stakeholders are aware of all safety and security issues.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	<p>Work may involve some physical effort.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p> <p>May involve lone working and dealing with anti-social behaviour.</p>
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Emergency Planning Resilience & Response Specialist (EPRR)	
Role profile family:	Community Engagement	
Role profile number and grade:	CE13-1600	Grade M
Number of posts:	2	
Service/Team:	Public Protection	
Reports to:	Public Health Principal – Knowledge and Intelligence	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The overall responsibilities of the service/function are:

To prepare for the effective management and coordination of the Local Authority response to incidents and emergencies; to work alongside the emergency services; protect the health and welfare of the public and long-term recovery of the environment and community affected.

To coordinate and lead emergency planning as an integrated, mainstream local authority function and plan strategies for the future that will continually develop and improve the effectiveness of the service within Wiltshire.

To promote a resilient and safer Wiltshire through close liaison and cooperation with Council departments, emergency services, health, Public Health England, MHCLG and other agencies at local, regional and national levels

Job Purpose

The post holder will be responsible for leading the strategic direction in emergency planning, resilience and business continuity and will provide a specialist approach with minimal supervision to reflect both national and local priorities with the emphasis on creating more resilient communities.

The post holder will have active roles within a complex and wide ranging multi-agency environment. Partnership working is key with other statutory, non-statutory and voluntary agencies and the post holder will need to embody strong communication and interpersonal skills.

Specific duties and responsibilities include:

- To be prepared to work within a matrix management approach i.e. may have notional responsibility for an area but post holder may be requested to work on priorities as determined by the service
- The post holder may be required on occasions for Strategic and Tactical colleagues in incident response or planning as well as for other team members as required
- The post will be prepared to support the wider Council in the event of emergencies that threaten public welfare, and the wider community.
- The post holder will be able to identify, assess and mitigate against any risks associated with the projects and programmes within their remit.
- Provide advice and guidance to senior managers, corporate directors and elected members on a board range of issues and propose remedial actions.
- Commissioning / developing emergency planning training, workshops and presentations and / or roadshows to both internal and external stakeholders to raise awareness and coordinate emergency arrangements, setting working standards within area of specialism
- Manage the day to day operation of the EPRR functions autonomously, to ensure that the team operates effectively and is able to meet its obligations.
- Discharge Wiltshire Council's responsibilities and prepare emergency plans in line with the requirements of the:
 - Civil Contingencies Act:
 - Pipeline Safety Regulations
 - Radiation (Emergency preparedness and public information) Regulations
 - COMAH
 - Develop robust emergency plans
- Produce public information newsletters and leaflets and design emergency planning web page to ensure that the public have access to emergency planning related information prior to and during an incident
- Prepare, maintain, test and lead on corporate/county wide emergency plans, in line with regulations and to ensure an effective multi-agency response.
- Collaborating closely with other local authorities, health and other LRF partners to develop a coordinated approach to the management of all major incidents.
- To contribute to topic related reports and keep up to date with risks, good practice and lessons learned.

- Assist with organising the training and exercising of the Parish and Town Councils' Community Emergency Volunteers (CEV). This ensures that the response to a major incident involves the community in preparing and responding when required to do so.
- Provide guidance and support to colleagues and volunteers to ensure whole team meeting objectives are met.
- Assist the Team budget holder in monitoring the budget and ensure that the budget is on course and that any anomalies are identified and addressed as quickly as possible to keep spending on profile.
- Overall management and delivery of projects within the allocated resources
- Prepare & deliver training and exercise programmes for Council staff and Multi-agency partners in order to ensure that they are fully conversant with the incident procedures and communication systems
- Lead on Emergency Planning On-call duties to ensure that the authority has an emergency first point of contact for the emergency services and partner agencies. This includes being on call out of hours on a rota basis, and supporting other on-call colleagues
- Represent the Council nationally and locally, as well as in multi-agency contexts.
- Leading on debriefing the response to each incident, assessing the adequacy of the plan and making recommendations on and implementing improvements.
- Prepare a report following each major incident/significant service disruption for submission to the Senior Management Team and any other relevant Service Directors.
- To be a source of specialist knowledge in particular Emergency Planning topic areas through resources management, training, contributing to websites and disseminating information to partner organisations.
- Contributes to performance improvement, taking a lead for identified areas where agreed.
- Coordinate and participate in relevant internal and external working groups and provide project advice, expertise and support where requested
- Provides relevant and timely specialist advice and guidance on own portfolio of projects/function
- Works with members of the Team to investigate the causes of any variance from target/plan and proactively contribute to the implementation of solutions.
- Manages a risk and issues tracking mechanism and its proactive resolution and escalation processes, both in a multi-agency and local context
- Contributes to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- To support the work of existing partnerships (and develop new ones where appropriate in response to specific defined needs) and provide specialist emergency planning advice to partners and other key stakeholders.
- Contributes to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with Clusters and Sector priorities.
- Contributes to short, medium and long-term business plans, achieving quality outcomes.
- To develop and take responsibility for service level business continuity planning, including corporate level plans, across the organisation.
- Contributes to the review and development of existing information management systems and contribute to the development of an integrated approach to, service or initiative management.

- Develops policies and procedures in own work function with an impact on the wider organisation, as required.
- Undertakes personal development and training in order to enhance skills/expertise and keep up to date.
- Matrix manage EPRR and Council staff for the delivery of projects and activities related to EPRR. This includes taking the role of Incident Room Manager as required.
- Directs other members of staff throughout the council as required for both training and response purposes.
- Management of work plan for Technical Support Officer role, and Public Health Business Support Officer in regards to business support.

Specific requirements for this post:

This post includes being on call out of hours on a rota basis, and supporting other on-call colleagues

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to Master's degree level in a relevant subject or equivalent qualification or significant experience of working at a similar level in a specialist area
- To have membership with a professional business continuity body e.g. the Business Continuity Institute.
- Working knowledge of statutory and non-statutory emergency planning guidance.
- Working knowledge of Civil Contingencies Act (2004)
- Working with multiple organisation and staff groups to support the delivery of system wide policies and guidance
- Experience of supporting and running debriefing / review processes, including the providing of options analysis and recommendations
- Experience of running training sessions, preferably both internal and external
- Experience of organising conferences or large workshops from concept inception to delivery
- Experience of drafting briefing papers and correspondence at a senior level
- Understanding of the public sector
- Demonstrated experience of working in an emergency preparedness role in a Category 1 responder organisation
- Knowledge of project principles, techniques and tools, such as Prince 2 Foundation and Microsoft Project
- Highly developed interpersonal skills, negotiation, conflict management, feedback, partnership working and coaching skills.

- Proven record in delivering effective Emergency Preparedness, Resilience and Response strategies.
- Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making.
- Proven ability to work in pressured situations whilst continuing to achieve targets and deadlines
- Ability to analyse very complex issues where material is conflicting and drawn from multiple sources.
- Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making
- Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly
- Experience of setting up and implementing internal processes and procedures.
- Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required
- Experience of creating and giving presentations to a varied group of internal and external stakeholders
- Ability to manipulate and analyse data using programs such as Microsoft Excel and produce presentations using Microsoft Word, PowerPoint etc.
- English. Able to communicate complex information verbally and written, both informally and formally.

Desirable

- Previous experience and involvement in designing and running assurance processes
- Experience of managing a team either directly or as part of a matrix structure.
- Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>