

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Lead Business Continuity and Resilience Officer	Grade:	PO3
Reports to (Designation):	Head of Resilience	Grade:	PO8
Directorate:	Chief Executives Directorate	Department:	Law and Corporate Governance

Main Purpose of the job:

To coordinate and support the delivery of the Council's business continuity programme and related emergency planning arrangements, ensuring these are maintained, tested, and embedded across the organisation, and that the Council can meet its statutory duties as a Category 1 Responder under the Civil Contingencies Act 2004.

The role will lead on the development, maintenance, training, testing, and embedding of business continuity and emergency planning arrangements across the organisation, working closely with services, senior leaders, and external partners to strengthen organisational resilience.

During an incident, the role will act as Resilience Advisor, providing strategic and tactical resilience advice to decision makers, helping ensure the Council's response arrangements are effective and efficient, and the council provides the best possible support to affected communities.

Summary of Responsibilities and Personal Duties:

1. Coordinate the Council's business continuity programme in line with national, regional guidance, professional standards, good practice guidelines and evidence.
2. Lead the development, review and maintenance of corporate resilience and business continuity policies, plans, guidance, tools and templates, collaborating with key stakeholders to do this.
3. Champion and embed a positive culture of business continuity and resilience across the Council.
4. Provide training, support and advice to senior service leads to develop, review and validate their service level business continuity impact analyses and plans.
5. Design, coordinate, and deliver business continuity and emergency planning training, testing, and exercising programmes for a broad range of internal and external stakeholders.
6. Support the identification, assessment and management of corporate and community risk.
7. Develop and promote clear and accessible community risk information and business continuity advice to staff, partners, and the public.
8. Keep up to date with changes to legislation, standards and guidance and assess implications for council functions and services. Research and evaluate latest techniques and approaches and maintain up-to-date knowledge of best practice in the fields covered by the scope of the post.
9. Responsible for the regular testing and maintenance of the council's emergency facilities and equipment, including the borough emergency control centre.
10. Recruit, train, develop, engage, and motivate staff and volunteers from across the council, to fulfil a range of resilience and response functions, ensuring capacity across roles is maintained.

11. As a Resilience Advisor during emergency or business continuity incidents, providing strategic and tactical resilience advice to decision makers, helping to ensure the Council's response arrangements are effective and efficient, and the council provides the best possible support to affected communities.
12. Facilitate and participate in internal and multi-agency debriefs, developing debrief reports with clear recommendations to support the continual improvement of resilience arrangements.
13. Support the coordination of the Council's internal lessons database, working with lesson owners to ensure timely implementation of lessons identified from incidents and exercises.
14. Identify and implement innovative and creative solutions to complex challenges to enhance service delivery.
15. Prepare briefing papers, reports, and updates for a broad range of audiences; analysing and interpreting relevant research, reports and guidance where required.
16. Build effective working relationships with key stakeholders of varying levels of seniority amongst the council, its partners, and other local authority emergency planning professionals.
17. Represent the service and the Council at local and regional meetings, working groups and boards, chairing and organising meetings on behalf of the service where required.
18. Ensure effective information management and record keeping, including systems and databases used by the service to record and manage information.
19. Provide cover for the Head of Resilience as and when required.

Note: membership of an on-call rota is optional in this role. If you choose to undertake this, you will receive additional payment.

Internal Contacts: These include Executive Management Team, Heads of Service and Service Managers from all directorates; Emergency Response Volunteer role holders, Information and Technology Services; Human Resources; Facilities and Asset Management; Risk Management; Insurance; Health & Safety; Customer Contact Centre.

External Contacts: This will include other local authorities and partner organisations such as Category 1 and 2 responders, Government Departments, faith and voluntary sector, community groups, members of the public, suppliers, and contractors.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE
CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Number of partially managed staff: The role will involve the recruitment, onboarding, training, and engagement with emergency response volunteers undertaken by officers of all grades across the council.

PERSON SPECIFICATION

Job Title: Lead Business Continuity and Resilience Officer

Grade: PO3

Department: Law and Corporate Governance

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relate to this post	S
Knowledge	
Demonstrable understanding of the Civil Contingencies Act and associated emergency planning and response guidance, and the role of local authorities as a Category 1 responder.	S
Comprehensive knowledge and understanding of relevant standards, guidance and good practice relating to business continuity management.	S
A comprehensive understanding of training, plan validation and exercise methods.	S
Aptitude	
Ability to remain calm, focused, and effective under pressure	
Ability to process information quickly, identify priorities, and take practical action within defined procedures	
Demonstrate personal resilience when dealing with uncertainty or changing circumstances	
Strong aptitude for analysing information, identifying gaps, risks, or inconsistencies in plans or processes, and proposing practical improvements	
Ability to work collaboratively and influence across services and with external partners	S
Ability to work methodically and maintain accurate records, plans, and documentation	
Ability to work effectively without close supervision, while recognising when to escalate issues appropriately	
Open and positive attitude to change, continuous improvement, and feedback	
Demonstrates reliability, accountability, and attention to detail in the delivery of work	
Skills Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested – T)
Ability to communicate clearly and confidently with officers at various levels, including explaining technical or complex information in an accessible way	T
Ability to influence	
Strong organisational skills, with the ability to manage multiple tasks and priorities	
Good analytical skills, with the ability to identify gaps, risks, or improvement actions within plans	

or processes	
Facilitation skills to support workshops, exercises, or group discussions	
Project management and coordination skills	
Excellent IT skills	
Experience	
Working in the field of emergency planning and business continuity or related discipline	S
Development of resilience and business continuity policies, procedures and guidance in a complex organisation	S
Designing and delivering training, workshops and exercises	S
Monitoring and validating the effectiveness of resilience arrangements	
Organizing and facilitating debriefs and preparing reports and recommendations	
Experience of managing and motivating people to achieve successful outcomes and deliver change	S
Experience of providing resilience advice to internal stakeholders	
Experience responding to incidents of varying size and complexity	
Experience of liaising and negotiating with internal and external stakeholders at varying levels of seniority	
Experience of proactively working on own initiative, under pressure to tight timescales, managing and prioritising workload	
Experience of managing projects and coordinating a range of functions	
General Education	
Hold or be working towards a recognised qualification in emergency planning or business continuity or display the required knowledge through relevant experience	
Personal Qualities/ Behaviours	
Be resident focused. With the ability to listen to learn, think broadly and find solutions, make decisions and take action.	
Be ambitious to improve. A person who takes responsibility, creates and innovates, measures and evaluates.	
Take a one council approach. Inspiring and communicating, trusting and empowering, collaborating.	
A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect	
Proactive, positive, customer centric and determined to add value	
Evidence of commitment to continued professional development	
Personal resilience	
Flexible and adaptable	
Circumstances	
Required to work outside of core hours, including evenings, weekends and Bank Holidays where required	
There is no requirement to be part of an on-call rota for this role, however if you choose to do so, then there will be an additional payment per annum	
Expected to attend meetings and events outside of the borough as appropriate	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post.	

DBS Disclosure Required **Basic** **Standard** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)