

Job Description

Job Title: Business Continuity Officer

Job number: 0397

Grade: K (34,542 - 38,504)

Overall purpose of the job

The Business Continuity (BC) Officer role is the main day to day delivery for all aspects of the corporate Business Continuity programme and work towards a more resilient organisation. It is the job of the BC Officer to coordinate the development of Business Continuity plans and contingency arrangements to ensure that the local authority can respond effectively to and recover from significant business continuity challenges.

The BC Officer is part of the wider Emergency Planning team and will support the preparation and delivery of the local government response to incidents and emergencies. As part of a duty officer system they will provide the initial point of contact for the emergency services and are expected to mobilise services and coordinate appropriate response arrangements. As an incident progresses they will provide expert advice to decision makers and work to find solutions to complex problems.

Main accountabilities

1.	Design, develop, embed, maintain and improve resilient systems, plans and procedures, to support the effective mobilisation and management of response and recovery activities particularly in the context of Business Continuity.
2.	Plan, facilitate, promote and support programmes of activity to enhance preparedness and resilience across local government 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 aspects of project management and the application of appropriate methodologies.
4.	Undertake risk assessments and full business impact analyses, in order to identify and prioritise recommendations for future action.
5.	Develop practical and proportionate solutions to complex problems having due regard to ensuring they can be effectively implemented when required.
6.	Provide specialist advice to all levels of management including elected members.
7.	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.
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.
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 business continuity and organisational resilience.
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 taken at all times 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.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. You will carry out any other duties as may reasonably be required by your line manager. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances, the job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the organisation.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to degree level in a relevant discipline or hold a professional qualification at a similar level.	Directly related topic such as Emergency Management, Environmental Science, Behavioural Science	Essential
Formal training in Business Continuity Management	Business Continuity	Essential
Prince2 Practitioner Level or Equivalent.	Project Management	Desirable

Minimum levels of knowledge, skills and experience required for this job

Knowledge	Essential/ Desirable
Able to demonstrate excellent knowledge on the theory and application of the principles of Business Continuity Management.	Essential
Able to demonstrate understanding of information security and data protection.	Essential
Able to demonstrate in depth understanding of the principles, techniques and methodologies associated with the development of organisational resilience.	Desirable
Skills	
Excellent interpersonal and motivational skills with the ability to influence and negotiate.	Essential
Excellent skills in engaging and facilitating the work of others in order to achieve a desired outcome, including effectively chairing meetings and workshops.	Desirable
Excellent ability to the research, analyse, interpret a wide variety of complex information and communicate your findings to others.	Essential
Proven ability to rapidly identify and understand problems, and develop effective, innovative and proportionate solutions.	Essential
Excellent and demonstrable skills in relation the development of systems and process for others to follow.	Essential
Excellent project / change management skills.	Essential
Highly capable in the use of ICT systems together with the ability to quickly learn and incorporate new systems into methods of working.	Essential
Excellent information management skills, including managing secure databases.	Desirable
Ability for presenting complex information to groups and in a simplified way.	Essential
The ability to manage and/or work on a number of concurrent projects.	Desirable
Able to act independently, with some guidance from line manager.	Desirable
The role requires the ability to maintain composure and skill levels during the very intense periods of work associated with emergency response.	Essential
Experience	
Substantial experience of successfully taking a leading role in the development or review of business continuity arrangements.	Essential
Able to demonstrate experience of working in local government cultures and structures.	Desirable
Experience of full cycle experience of project management, preferably in a civil contingencies context.	Desirable