

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Emergency Management Officer
Grade	PS8	Reports to (role title)	Deputy Head of Emergency Management
		Directorate	Community Protection, Transport & Environment
JE Band	269-313	Service	Fire & Rescue
		Team	Emergency Management and Resilience Team
		Date Role Profile was created	24/11/2017 (updated April 2019)

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To work as part of the Emergency Management Team to ensure the wellbeing of residents and communities during an emergency and to protect the economic prosperity of the county during periods of disruption. To do this we are responsible for:</p> <ul style="list-style-type: none"> <li>• working with partners in the Surrey Local Resilience Forum to ensure a coordinated response to emergencies</li> <li>• ensuring the resilience of the council services by maintaining a robust Business Continuity Management System to protect critical services to residents</li> <li>• working with organisers of major events to ensure that safety requirements and the needs of residents are addressed as part of the event planning.</li> </ul>
<b>Work Context</b>	<p>An Emergency Management Officer needs to have direct experience of working with emergency services and local authorities. They need to be able to work with a minimum of supervision as part of the Emergency Management Team providing an emergency planning service to all stakeholders in Surrey so that Surrey responds to a major emergency effectively. They will have a good understanding of the aims and objectives of emergency planning, business continuity and the Joint Emergency Services Interoperability Principles. They will be expected to provide advice and support to designated stakeholders in all aspects of integrated emergency management, working collaboratively to improve and report on their levels of preparedness.</p> <p>On occasions the Emergency Management Team has to respond immediately during and outside of working hours to the demands of a crisis. During an emergency, the Emergency Management Officer will advise and support senior officers in the County and District Councils on their response to a disaster.</p>
<b>Line management responsibility</b> if applicable	
<b>Budget responsibility</b> if applicable	

<p><b>Representative Accountabilities</b></p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery.</li> <li>• Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency.</li> <li>• Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Policy and Compliance</p> <ul style="list-style-type: none"> <li>• Ensure personal and where appropriate team compliance with established protocols, procedures and practices.</li> <li>• Audit and monitor compliance of 3 parties with council requirements.</li> </ul> <p>People &amp; partnerships</p> <ul style="list-style-type: none"> <li>• May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles)</li> <li>• May manage or assist with budget/resource management in accordance with the council policies and procedures.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level.</li> <li>• May require a qualification relevant to the specific nature of the role.</li> <li>• Knowledge of relevant legislation, practices and policies applicable to specialist area.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills, including MS Office and database management systems.</li> <li>• Ability to undertake technical work relevant to the role.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers.</li> <li>• Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders.</li> <li>• Previous experience processing, analysing and reporting data.</li> <li>• Previous practical experience in a relevant field.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Unless the Emergency Management Officer has relevant experience, a first degree in a related subject or a professional diploma.</p> <p>This role will require the ability to:</p> <ul style="list-style-type: none"> <li>- Travel around the county</li> <li>- Be available to respond to emergencies outside working hours</li> <li>- Be on the 24/7 duty rota</li> </ul>
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>