Job Description
For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Business Continuity & Resilience Manager	JEID	K0096
Salary Grade:	Scale J –Scalepoint 20 – 23 (£35,235 - £37,938)		
Team	Resilience		
Service Area:	Communities – Fire and Rescue		
Primary Location:	Leamington Spa		
Political Restriction	This position is not politically restricted.		
Responsible to:	Station Manager Resilience		
Responsible for:	Service Business Continuity.		

Role Purpose

The Civil Contingencies Act (2004) together with The Reforming our Fire and Rescue Service (White Paper) and the Fire and Rescue Service National Framework for England places wide ranging responsibilities on the Fire and Rescue Service in relation to Business Continuity.

The Business Continuity & Resilience Manager Post will be responsible for developing, managing and continuously improving a robust Business Continuity Management System (BCMS) which incorporates all elements of the Business Continuity Management lifecycle as detailed in recognised best practice standards. Which also meets the requirements of all relevant WFRS policies and should be aligned to ISO22301 where practicable.

The Business Continuity Manager will work with Managers across the service and WCC to develop Business Impact Analysis and Business Continuity Plans to ensure that effective response and recovery plans are in place for all identified areas. Along with engaging with departmental managers to provide subject matter expertise and be a point of contact for teams as they develop their plans.

The Business Continuity element includes the design, management, implementation and review of BC strategies, policies and procedures working within the Risk Management and Improvement Department. The purpose of the role is to ensure operational preparedness is

maintained by the implementation of the Business Continuity Management System. To anticipate, maintain, prevent and mitigate the impacts placed upon the fire & rescue service when dealing with interruptions to mission-critical services, and re-establish full function to the organisation as quickly and smoothly as practicable.

The Resilience element is to ensure that Warwickshire Fire & Rescue Service, in conjunction with its Category One and Two responders and partner agencies are prepared to respond to any emergency impacting the Service. Through robust planning, development and implementation processes in-line with the Civil Contingencies Act 2004, The Reforming our Fire and Rescue Service White Paper and best practice.

Role Responsibilities

- To manage the Business Continuity (BC) department including preparing, developing and validating emergency and business continuity plans and procedures for Warwickshire Fire & Rescue Service, in conjunction with relevant Category 1 and 2 Responders and agencies as required by the Civil Contingencies Act (2004), The Reforming our Fire and Rescue Service (White Paper) and the Fire and Rescue Service National Framework for England.
- Provide support to ensure continued engagement with Business Continuity planning and incident management across WFRS. This includes engaging with managers to provide subject matter expertise and being a key point of contact for teams as they develop their Business Continuity documentation.
- To represent Warwickshire Fire & Rescue Service at local, regional and national meetings and forums on emergency planning and business continuity issues. To be the Single Point of Contact (SPOC) for required Governmental and NFCC returns relating to BC including managing the 2021 NFCC National Standards for BC.
- To embed BC into the organisation by developing and implementing a Training and Exercising programme, along with awareness-raising activities.
- To manage oversight and provide assurances to senior managers for all departments in the maintenance and testing of all departmental BC plans, to provide formal reports and updates on the arrangements and testing to senior managers.
- Monitor and manage the BC and resilience related risks on the service Risk Register.
- To develop and continuously monitor and update the Business Continuity Departments Business plan/ Team Plan.
- Manage the BC related data returns for the HMICFRS inspections and Home Office returns, along with representing WFRS at BC related interviews.
- Identify areas of improvement that can be carried out by either a change in tactical approach or planning, or by identifying additional training needs by WFRS personnel, or to the customers involved.
- In the event of a major fire incident, participate in the response phase of the incident by providing guidance and support to the Operations Room, TCG or SCG in matters relating to Business Continuity for the organisation.
- To activate BC measures in planned or unplanned BC event, to chair the internal BC meetings. Provide specialist advice to all levels of management and represent WFRS in the wider BC Teams as appropriate including LRF, WCC forums and the NFCC BC Group.
- To maintain effective working relationships with, including providing advice to, principal offices and senior managers from Warwickshire Fire & Rescue Service, and partner agencies as part of the wider response team.
- Mentor colleagues within the department, providing guidance and assistance with Business Continuity/ Resilience training.

- To lead on the identification of lessons from business continuity incidents, the incorporation of lessons learnt into BC planning thereby ensuring continuous improvement.
- Research, collate, analyse and evaluate information including risk data, in order to provide accurate assessments and make recommendations for future actions.
- Be able to manipulate and create maps using Geographical Information Systems (GIS) and other mapping software to analyse the risk and enhance Business Continuity documentation.
- To provide accurate and timely ongoing assurance for the Business Continuity Department.
- To support delivery of work within the wider Resilience department.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

	Assessed By:
Knowledge, experience and understanding of Business Continuity, including a relevant certification in Business Continuity (Member of Business Continuity Institute, MBCI) or equivelant.	A
2+ years experience of Business Continuity across all 6 professional areas. Experience in Risk management, crisis management and auditying.	AI
Detailed understanding of the Civil Contingencies Act 2004, other related legislation and of the work of local authorities and the emergency services	AI
Experience of producing mid & long term plans for a range of scenerios / departments including managing risk assessments, Business Impact Analysis, and Busniess Continuity Plans.	AI
Ability to design, deliver and facilite training packages.	AI
Excellent communication skills - both written and verbal	AI
Ability to manage a number of key projects at one time and to work independently.	AI
An understanding of the principals of ensuring confidentiality and security of sensitive information together with an awareness of the Data Protection and Freedom of Information Acts.	A
Must be prepared to work and manage within a team environment	A
Must show clear commitment to equal opportunities and diversity issues	A
Ability to present information in a variety of forms to a wide audience of staff and managers.	

Desirable Criteria

	Assessed By:
Knowledge of Fire service or other emergency services structures, roles & responsibilties.	
Experience of working with local authorities, LRF, emergency services or others in emergency planning	AI

Good working knowledge of National Operational Guidance.	AI
Experience of a range of software packages such as mapping systems including GIS, data bases, spreadsheets and Resilience Direct	AI
Awareness of the need for political sensitivity in this work	AI

Section C:

Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those highlighted). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
☐ Working at height/ using ladders on a regular/ repetitive basis	☐ Restricted postural change – prolonged sitting
☐ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☐ Night work	☐ Regular/repetitive bending/ squatting/ kneeling/crouching
☐ Rotating shift work	☐ Manual cleaning/ domestic duties
☐ Working on/ or near a road	☐ Regular work outdoors
☐ Significant use of computers (display screen equipment)	☐ Work with vulnerable children or vulnerable adults

☐ Undertaking repetitive tasks	☐ Working with challenging behaviours
☐ Continual telephone use (call centres)	☐ Regular work with skin irritants/ allergens
☐ Work requiring hearing protection (exposure to noise above action levels)	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work with vibrating tools/ machinery
☐ Work involving food handling	☐ Work with waste, refuse
☐ Potential exposure to blood or bodily fluids	☐ Face-to-face contact with members of the public
☐ Other (please specify):	