

Staffordshire Fire and Rescue - Role profile

Civil Contingencies Officer (CCO)

Grade/Rank:	Grade 8
Directorate:	CCU
Reports to:	Director of Civil Contingencies through the Civil Contingencies Manager (CCM).
Direct reports:	n/a
Hours:	37 hrs per week (Flexible working currently in operation). Some out of office hour's work will be necessary.

Overall function

To work at the heart of a modern Civil Contingencies Unit (CCU), whose key outputs are the delivery of direct civil contingencies support and advice to Category 1 responders, communities and clients within Staffordshire. The CCO has 2 main Functions:

- a) **Operational Delivery:** To deliver Civil Contingencies advice and support to the CCU's stakeholders and clients through written plans, presentations, training, exercises and bespoke consultancy advice. On occasions this will involve providing support at live incidents.
- b) **Key Projects:** To deliver or assist with the delivery and implementation of key Civil Contingencies projects in order to further build Staffordshire resilience.

Key Tasks and Responsibilities

1. To deliver high quality Civil Contingencies support to Stakeholders and Clients. This is to include:
 - Preparation, delivery, validation and review of plans.
 - Preparation, delivery and review of presentations.
 - Preparation, delivery and review of training.
 - Preparation, delivery and review of multi-agency emergency response and recovery exercises.
 - Preparation, delivery and review of bespoke Civil Contingencies advice.
 - Chairing and/or attending SRF multi-agency task and finish working groups as directed by the PCCO or the Director of Civil Contingencies.
 - Provision of 24hr duty officer cover (separate allowance payable per session).
 - Provision of out-of-hours operational support in times of emergency.
 - Proactive development of existing systems and processes of delivery to ensure best practice is achieved at all times.
 - Setting and maintaining excellent standards of conduct and delivery in line with



the CCU's Vision, Mission and Values.

- Effective and timely communication with all CCU team members.
 - Effective and timely communication with the PCCO and Director of Civil Contingencies.
 - Ensuring effective, timely and accurate communication with Stakeholders.
 - Preparing and updating delivery action plans to ensure delivery against Key Performance Indicators.
 - Timely and accurate completion of delivery data into the CCU's individual performance management system. Drafting year-end (FY) Stakeholder reports for approval by the PCCO.
2. To support the delivery of key projects, in consultation with the PCCO and /or Director of Civil Contingencies, in order to improve internal systems and processes and/or build Staffordshire's resilience. These are likely to include initiatives focusing on:
- Performance Management.
 - CCU operational capability.
 - CCU strategic planning (including budget).
 - Stakeholder Management.
 - Administration and HR.
 - Civil Contingencies innovation.
 - Regional, national and international co-ordination and information-sharing.
 - Wider CCU income generation.
3. To represent the CCU in formal presentations to external agencies as required by the PCCO and/or Director of Civil Contingencies.
4. To undertake any other duties commensurate with the grade and role as required by the PCCO and/or Director of Civil Contingencies.

Effort and Environment Factors:

The majority of the work will take place in an office environment working alongside CCU staff and other Stakeholders. The post holder may be required to work outside normal working hours, outside the office environment, in support of deployed CCU operations.

The majority of the work will entail sitting at a computer workstation or desk. However, the deployed operational support role would entail driving the CCU's vehicles and moving heavy objects such as generators, boxes, tools and awnings as well as being able to operate operational equipment (training provided).

There are frequent interruptions to answer the telephone, communicate and co-ordinate staff and deal with queries and enquiries from both internal and external sources.



Code of Ethics

The Code of Ethics has five ethical principles that must be demonstrated and embedded.

Putting our communities first.	We put the interests of the public, the community, and service users first.
Integrity	We act with integrity including being open, honest, and consistent in everything that we do.
Dignity and Respect	We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.
Leadership	We are all positive role models, always demonstrating flexible and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards
Equality, Diversity and Inclusion (EDI)	We continually recognise and promote the value of EDI, both within the FRS and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

Education, Qualifications and Experience

Essential:

1. Educated to at least GCSE Grade C standard or equivalent in English, Maths and at least three other subjects.
2. Thorough knowledge of the Civil Contingencies Act 2004, what it means to the CCU and its stakeholders.
3. To be able to demonstrate recent experience of operational delivery in a contingency planning and/or emergency planning role.
4. Experience of a structured, controlled method of managing projects.
5. Awareness of budgetary and financial planning.
6. Experience of forward planning in a fast moving operational environment.
7. IT literate with demonstrable experience of the advanced application of Microsoft Office Word, PowerPoint and Excel applications.
8. Proven experience of delivering high quality presentations with energy and enthusiasm.

Desirable:

1. Degree or Diploma in a relevant Contingency Planning or Emergency planning discipline.
2. Experience of planning, delivering and reviewing Business Continuity Management Plans.
3. Experience of commissioning and/or operating command, control and communications Infrastructure.
4. Experience of working in a multi-agency operational environment, particularly interfacing with the emergency services, NHS and/or local authorities.
5. Commercial experience, particularly in a client-facing or consultancy role.
6. PRINCE2 Practitioner.
7. Experience of working in the Public Sector.



<ol style="list-style-type: none"> 9. Experience of change management. 10. Responsible and professional attitude, self-motivated and with a pro-active approach to work and able to use own initiative. Able to multi-task, plan, prioritise and work as a member of a team and sometimes independently. 11. Proven ability to write clearly and concisely to a wide range of audiences. 12. Proven ability to design, deliver and review multi-agency exercises in a Contingency Planning and/or Emergency Planning setting. 13. Ability to maintain confidentiality. 14. Excellent communication/interpersonal skills. 15. Ability to work under pressure to tight and constantly changing deadlines. 16. Current driving licence and car available for Class 1 Business Use. 	
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EMPLOYEES

Ensure individual participation to satisfy minimum requirements of the Health and Safety at Work Act 1974. Main responsibilities: -

1. Actively promote safe working practices with self and others.
2. Co-operate with employer and others.
3. Use equipment in accordance with training and instruction.
4. Inform employer of work situations, which present a serious and immediate danger.
5. Inform employer of any shortcoming in the arrangements for health and safety.
6. Not to interfere with or misuse anything provided in the interests of health and safety.