

# **JOB DESCRIPTION**

## **May 2022**

<b>Designation:</b>	<b>Principal Community Services Officer (EP/Business Support/CDA)</b>
<b>Grade:</b>	<b>Stroud 6</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To lead the management, supervision and monitoring of the Business Support &amp; The Community Safety Unit To lead a comprehensive emergency planning service, implementing the business continuity management in line with the Civil Contingencies Act 2004.</b>
<b>Responsible to:</b>	<b>Head of Community Services</b>
<b>Responsible for:</b>	<ul style="list-style-type: none"><li>• <b>Senior Neighbourhood Warden &amp;</b></li><li>• <b>Senior Community Services Officer (Careline)</b></li></ul>

### **KEY DUTIES**

- As a member of the Service Management Team, responsibility for the effective management and performance of the Business Support team, Careline and Neighbourhood Warden Teams including leading progressive change across all areas.
- To support the HOS on projects that will support the Council in change in moving the Council forward
- To manage, monitor and revise the service's budgets
- To lead in the preparation, review and revise the contingency plans required of the Authority addressing identified risks and ensuring legislative compliance
- To lead and co-ordinate the validation and exercising of contingency plans (development of exercise aim and objectives, scenario, directions, and operation) ensuring compliance with statutory requirements. Monitor performance and evaluate and implement agreed recommendations across the authority
- To be the operation lead on safeguarding for the Council
- To lead in the delivery of the Councils preparation for civil contingencies by ensuring plans are up to date and key staff are suitably trained to fulfil their responsibilities. The management of performance will be need to be undertaken
- To manage and represent the Council's liaison with neighbouring authorities and other key responders in the development of plans. To manage mutual aid agreements and participate in any relevant planning and delivery of shared services
- To lead development and supervising the maintenance, review and revision

of the Corporate Business Continuity Plan for the Authority, and provide practical advice and guidance to internal and external stakeholders.

- In the event of emergency/bad weather, ensure adequate contingency is in place to limit or avoid service disruption.
- Represent the council at appropriate regional and national emergency planning forums
- To keep abreast of legislation, government initiatives and policy with regard to civil emergencies of any sort
- To support the Head of Community Services in meeting corporate monitoring deadlines for financial, performance and project management targets.
- To ensure the Councils compliance with all requirements under the Civil Contingencies Act 2004
- To undertake projects with the delivery of the Councils duties relating to the Crime and Disorder Act 1998
- Work subject to deadlines involving changing problems, circumstances or demand
- To deputise for the HoS at Emergency planning / Crime and disorder meetings
- To Lead on Community Safety and Environmental Protection duties.
- To lead delivery and implementation of the requirements of the Crime and Disorder Act
- To lead the Councils Abandoned vehicle service

### **SKILLS AND KNOWLEDGE**

- A member of Emergency Planning Society (or equivalent experience) with a minimum of 12 months experience in a similar role.
- Numerate and literate – with min 5 GCSE (or equivalent) passes to include Maths and English.
- Possess excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of staff Supervision, including all aspects of line management responsibility.
- Experience of managing budgets and expenditure
- Experience of dealing with multi agencies and people in challenging and complex situations
- Experience of working to deadlines involving problem solving, changing circumstances or demand
- Good understanding of the requirements of the Civil Contingencies Act 2004
- Good understanding of current key strategic issues in relation to emergency planning and business continuity at national, regional and local level.
- IT Literate – effective use of bespoke databases and MS Office (r) applications.
- Ability to manage own time.
- Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline

### COMPLEXITY AND CREATIVITY

- Able to view tasks and processes and identify and implement continuous improvement, efficiencies and savings, and revenue opportunities.
- To continually seek efficiency savings without impacting negatively on customers
- To engender a positive team spirit that delivers excellent customer care
- To devise and implement new / revised processes and working practices necessary to comply with national policies
- Assist your manager in ensuring that a positive team ethos is engendered and maintained
- Manage change effectively in a complex and multi-agency environment.
- Work which requires a range of imaginative solutions or responses and involves application of fresh and innovatory thinking

### JUDGEMENT AND DECISIONS

- Judgements and decisions will impact on the lives of customers, in some case very significantly. Make decisions based on sound and reliable judgement and thorough investigation and research.

Decisions which lead to the setting of working standards in the provision of operational services and or decisions leading to changes in important procedures or service practice

### CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action

### RESOURCES

Responsible for Neighbourhood Warden equipment, including uniform, vehicles and contents. Responsible for the accurate handling and security of small sums of cash and cheques or financial resources.

### TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

### GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives
- To work with colleagues across the organisation as required in support of organisational goals
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality Scheme
- To undertake all training and development initiatives as required
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act
- Requirement to attend evening and weekend events/meetings
- To work within the requirements of the Council's Environmental Policy and Management System
- To undertake any appropriate duties to meet the Council's obligations under the Civil Contingencies Act

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*