# Role profile

* **Job title**: Resilience Unit Business Partner
* **Grade:** 09
* **Business area:** Resilience
* **Reporting line:** Head of Resilience
* **Team:** GM Resilience Unit

## Job Purpose

The role holder will be a member of the Greater Manchester Resilience Unit (GMRU) which is jointly funded by the ten Councils of Greater Manchester, and which supports the delivery of an effective civil contingencies service, ensuring Councils in Greater Manchester are prepared for emergencies and that they discharge their statutory responsibilities under the Civil Contingencies Act 2004 and associated legislation.

The role holder will be part of a 24/7/365 on-call rota, providing a prompt and effective response service to emergency incidents across Greater Manchester including providing specialist advice and technical support as required. The role holder will also support the planning and staffing of contingencies arrangements for pre-planned events.

The role holder will be responsible for developing and maintaining effective relationships with specific Councils ensuring the business needs of the Council are reflected in the Greater Manchester Resilience Unit’s business plan, that tools and service offers developed within the Unit are made available to Councils and that good practice is shared across Councils. This will also require the role holder to work with partners working across many different agencies.

The role holder will have responsibility for specific thematic resilience workstreams and projects, including ensuring business cases are developed and approved, project outcomes are delivered on time and within budget, and evaluation of impacts is undertaken.

## Key working relationships

* Greater Manchester Local Authorities
* Greater Manchester Police
* Greater Manchester Fire & Rescue Service
* Local Resilience Forum
* NWAS
* Central Government Departments
* National Resilience Forums
* Local Authority Senior Stakeholders

## Key Responsibilities

1. Managing a portfolio of Greater Manchester Councils which includes working directly with senior stakeholders including Chief Officers for civil contingencies and Directors of Public Health, together with partner agencies, to increase resilience within Greater Manchester.
2. Support the delivery of the GMRU’s business plan and the implementation of the annual work programme agreed between the Unit and the Councils which will be aligned to the direction set by the Greater Manchester Resilience Forum.
3. Regularly review, evaluate, and make proposals for ways of working that maximise collaboration between Councils and their partners and make best use of collective resources.
4. Lead and support Councils in reviewing, developing and implementing effective civil contingency approaches and policies using shared approaches developed by the Unit but, where necessary, tailored to their individual needs with the aims of delivering the Council’s statutory civil contingencies duties and delivering services in the most efficient and cost-effective way.
5. Promote and market the Unit’s services to maximise visibility of services and products ensuring full take up of available support by each Council.
6. Maintain awareness of appropriate Greater Manchester and Council governance structures, participating, reporting to, and promoting resilience as appropriate.
7. Support and advise Councils in putting in place effective preparation and arrangements to respond to emergencies, assisting commanders and service leads at all levels to access appropriate training to ensure they have competence in their response roles.
8. Maintain an expertise in emergency response, including understanding the consequences of risks, the content of emergency plans, the Joint Emergency Services Interoperability Principles (JESIP) protocols and use of Resilience Direct to offer specialist and technical advice to Councils when they are responding to and recovering from emergencies.
9. Understand the implications of changes in national, Greater Manchester and local legislation, strategies, and policies for Councils in the delivery of civil contingencies services and place-based resilience.
10. Take responsibility for specific areas of resilience and civil contingencies, promoting sector leading application in these areas and embedding agreed approaches across Greater Manchester’s Councils. This may include developing business cases, project management, and managing multi-agency project teams, contractors and other external partners as required.
11. Undertake a full range of civil contingencies activities including risk assessment, plan development, delivering training, designing, and delivering emergency exercises, promoting community resilience, together with working with decision-makers to prevent emergencies and build place-based urban resilience.
12. Contribute to cross-boundary initiatives, national working groups and activity within internationals networks where relevant to workstreams or as required.
13. Line management of staff within the Unit, providing them with direction, support, opportunities for development and holding them accountable for the work they are tasked with delivering.
14. Lead the identification of lessons following the response to an incident, with a focus on those for Councils. Make recommendations about how Councils might address the lessons identified and promote continuous learning.
15. From time-to-time working from the site of an emergency incident providing advice and support to partner~~s~~ agencies and Councils on how to effectively recover from the emergency.

## General

1. To always hold yourself and others to a high standard of professionalism, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do.
2. Working with other teams internally and externally collaboration is maximised and supporting on activity where appropriate.
3. Ensure the services delivered internally and externally are inclusive and accessible.
4. To align work area to the Sustainability Strategy and ensure work practices are inclusive of this value & strategic intent.
5. Requirement to travel to various sites across the Greater Manchester city region for stakeholder meetings and, where required, incidents.

**NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.**

## Knowledge, Skills, and Experience

### Knowledge & Experience

* Demonstrable knowledge and experience of emergency and business continuity planning.
* Knowledge of the statutory framework within which the civil contingency function operates.
* A detailed understanding of the national and local context within which civil contingencies operates both within and external to local authorities.

### Skills, Values & Behaviours

* Partnership and collaborative working
* Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships.
* Good communication and public speaking skills.
* Analytical Skills and ability to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships.
* Problem solving and decision making, including when under pressure.
* Business planning skills with ability to identify and assess risks, manage change and make long term plans.
* Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or nonstandard approaches.
* Strategic Thinking: Ability to identify best practice, key risks to the delivery of objectives, and analyse trends and patterns to develop ideas for the strategy of the service.
* Effective team worker.
* Leadership and management skills, supports others to achieve their best.
* High levels of emotional resilience
* Required to work flexibly to meet the needs of the service and to be on call as part of a rota to ensure the Unit provides 365/24/7 on call cover for emergencies.
* The post holder must successfully undertake police security clearance through Greater Manchester Police.
* Hold a full driving licence and must have access to a vehicle for business use for which casual car user allowance will be paid.
* Be prepared to travel outside of Greater Manchester on occasion if business needs require.

## Corporate Duties

*Do not behave in way which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.*

*Safeguard at all times confidentiality of information relating to staff and pensioners. Refrain from smoking in any areas of Service premises.*

*Behave in a manner that ensures the security of property and resources. Abide by all relevant Service Policies and Procedures.*

***Records Management / Data Protection*** *- As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.*

***Confidentiality and Information Security*** *- As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.*

***Data Quality*** *- All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols. To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.*

***Health and Safety*** *- All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.*

***Service Policies*** *- All GMCA employees must observe and adhere to the provisions outlined in these policies.*

***Equal Opportunities*** *- GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.*