

Job description

Head of Civil Contingencies & Organisational Resilience

- Grade: PO10
- Reports to: Director of Environment and Public Safety
- Direct reports: Up to 5
- Your team: Civil Contingencies & Organisational Resilience
- Service area: Civil Protection
- Directorate: Environment and Climate Change

Special requirements of the post (delete as applicable)

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at standard level

This post requires Non-Police Personnel Vetting – Level 2 Counter Terrorism Clearance

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The Head of Civil Contingencies and Organisational Resilience leads the council's statutory responsibilities under the Civil Contingencies Act 2004, ensuring robust emergency planning, operational resilience, and business continuity. As part of the Civil Protection Management Team, the postholder oversees crisis response, multi-agency coordination, and strategic planning. They provide expert guidance on resilience, counter-terrorism preparedness, and elected member safety, while managing the Borough Emergency Control Centre and community resilience initiatives. The role ensures continuous improvement through audits, exercises, and lessons learned.

Key responsibilities

- Lead operational responsibility for delivering and implementing the council's legal responsibilities as a category 1 responder under the Civil Contingencies Act 2004. Work with the Director of Environment & Public Safety to ensure that an effective operating model for wider civil protection services in place that is transparent and well communicated with all stakeholders including residents.
- Be a part of the Environment and Public Safety senior management team and contribute on the departments aim of responding to events that take place across the borough, with a focus on response and safety, delivered by front line services. Take responsibility for strategic planning for the service, performance and ensuring alignment with strategic priorities.
- Oversee and co-ordinate the council's approach to operational resilience and business continuity, ensuring it is fully embedded at a strategic and tactical level across the council. Lead on the statutory borough resilience forum and wider multi-agency arrangements alongside the Director.
- Manage the council's 24/7 corporate crisis response arrangements, acting as senior/single point of contact for the 100+ members of the Corporate Emergency Response Team. Ensure resources and equipment and protocols are maintained to support effective emergency response and organisational continuity.
- Lead in ensuring that the council has the ability to open and manage the Borough Emergency Control Centre to co-ordinate the council's response and provide the community with an emergency centre during an emergency response.
- Working with the Director of Environment and Public Safety provide expert advice and information to directors, managers and councillors on organisational resilience, emergency planning, multiagency crisis response protocols, business continuity, strategic guidance on emergency planning, business continuity, and resilience legislation, and strategic advisement.
- Manages the operational framework for safety and security of elected members and to respond to threats and risks to those members.
- Work with the Director of Environment and Public Safety to provide strategic direction on resilience for the council. Working collaboratively with teams and partners, lead the service planning process, devise and deliver the team's service plan, and monitor and manage team performance.

- Directs the implementation of responsibilities related to the Protect and Prepare strands of Counter Terrorism, including advising on protective security measures and high-risk activities as well as planning for and responding to terrorist threats and increased threat level.
- Oversee auditing, testing, and exercising of emergency response plans, risk assessments and preparing reports on the effectiveness, and leads on implementing lessons learned.
- Working with the Director, develop and oversee the delivery of community resilience along with the preparation and delivery of publicity campaigns and educational work.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Budget responsibilities

Responsible for a budget of up to £100,000 with delegated authority from the Finance Director and Chief Executive.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and

Point	Criteria description	Essential/desirable
1	Degree or significant experience in Disaster Management, Emergency Planning or Business Continuity	Essential
2	Substantial experience and knowledge in the delivery of emergency planning and business continuity functions including: - Working in partnership with a wide range of staff groups, external agencies and voluntary organisations - Experience of incident management including, testing and exercising of contingency plans. - Detailed knowledge and understanding of emergency preparedness, multiagency crisis response protocols, local, regional and national emergency plans, recovery protocols and business continuity management - Maintaining up to date knowledge of civil contingency legislation, legal requirements and associated procedures at national, regional and local levels.	Essential
3	Experience in managing or co-ordinating a team involved in a wide range of projects and activities	Essential

Point	Criteria description	Essential/desirable
4	Proven ability to apply principles of risk assessment to emergency planning and business continuity to optimise organisational resilience	Essential
5	Excellent communication and influencing skills demonstrated by the ability to prepare complex corporate and regional emergency plans	Essential
6	Ability to deputise for the Director of Environment & Public Safety, providing strategic leadership as part of the Senior Management Team.	Desirable
7	Manage and assess competency of team members and wider crisis response team against standards, identify training and development needs and plan, organise and provide training to meet development needs.	Essential
8	Work outside normal office hours, participate in the crisis response on call rota at either Tactical or Strategic level and attend the scene of incidents or other locations in the borough within 60 minutes of call out.	Essential
9	Ability to advise on the preparation and maintenance of the Council's directorate and divisional business continuity plans, in conjunction with senior managers, including arrangements for interim provisions following service disruption and full recovery of operations	Essential
10	Track record of building and maintaining excellent working relationships with internal and external partners to achieve team and corporate objectives	Desirable
11	Strong project management skills including: • Planning and implementation. • Engaging staff and delivery partners in the process • Monitoring progress, taking action to deal with risks and dependencies • Evaluating results	Desirable
12	Demonstrate and possess a flexible approach to new or emerging challenges affecting community safety and resilience and to be able to work with others to mitigate against potential new threats	Desirable

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.