



Business Continuity & Resilience Coordinator

Background Information

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post is within the Risk Management Team, within the Service Delivery Support Directorate, and reports to the Business Continuity Manager.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment.



Job Description, Core Values and Person Specification

Job Title	Business Continuity & Resilience Coordinator
Post Number	1402 & 1508
Grade	HAY 8
Duration of Post	Open ended
Hours	37 hours per week
Directorate	Service Delivery Support
Unit or Team	Risk Management
Reports to	Business Continuity Manager
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	Checked 5/4/24

Purpose of Job:

The Risk Management Team supports Avon Fire & Rescue Service's (AF&RS) internal business continuity management functions and our commitments under the Civil Contingencies Act as a core member of the Avon & Somerset Local Resilience Forum. You will provide support to, and work with, a range of Service managers to achieve the effective delivery of Business Continuity and Local Resilience Forum (LRF) workstreams. This may include the review or development of risk information, business continuity and multi-agency plans, communication campaigns, exercises and debriefs.

Structure Chart:



Responsibilities and Duties:

1. Work with the Business Continuity Manager to ensure that business continuity planning is embraced as part of the organisational culture through the business continuity lifecycle, ensuring plans are developed, reviewed and tested in line with the Service Business Continuity Management System. This may include developing effective communication campaigns to promote resilience and raise awareness, advising managers on risk information, developing effective plans and supporting testing, exercising and validation of business continuity plans.

2.	Provide support to and work with a range of Service managers to achieve the effective delivery of Local Resilience Forum (LRF) workstreams, which may include the review or development of risk information, multi-agency plans, supporting task and finish groups, multi-agency exercises and debriefs, working to clearly defined timescales and with staff from other partner agencies.
3.	Maintain an awareness of current national and local risks and work closely with both LRF partner agencies and internal stakeholders, such as business continuity leads, corporate risk managers, Operational Assurance team and the Community Risk Management Planning (CRMP) team, to assess and analyse data, share information and raise awareness of emerging risks to support effective mitigation and planning.
4.	Support the design, planning and delivery of workshops, training, exercises and presentations to a range of staff on Civil Contingencies, LRF and Business Continuity to promote effective business continuity and resilience planning, including working with Incident Command Training Team to support development and delivery of Strategic and Tactical Command training and exercises.
5.	In the event of a significant or major incident, you may be required to provide support to Senior Leaders as part of a single or multi-agency coordinated response. This may include acting as a loggist at Strategic or Tactical Command Group meetings, recording actions and decisions accurately whilst working in a highly pressurised and fast-moving environment and dealing with sensitive information.
6.	Maintain effective working relationships with other emergency services, responding agencies and resilience partners, to promote collaborative working and shared understanding of risk information, including engaging effectively with relevant national groups from specialist and professional sectors to develop knowledge and share good practice.
7.	Develop and deliver effective communications on all matters relating to risk and resilience, including publication of standard documents such as event alerts and plans, through recognised service channels, working closely with our Corporate Communications Team to ensure a coordinated approach.
8.	Develop and maintain key information pages on a range of platforms including intranet, Microsoft 365 and the Government-provided secure information-sharing platform, including access and permissions management.
9.	Maintain an awareness of relevant standards, such as ISO, National Resilience standards and others to assess compliance and support a continual process of improvement and development within the function to meet emerging and future service needs, in accordance with the Service's strategic objectives.
10.	Undertake a range of administrative tasks including, but not limited to, publishing standard documents in an agreed format and process, which may include risk critical or sensitive information, managing and responding to shared email boxes, minuting meetings and responding to general enquiries from both within and outside the Service.
11.	Facilitate or support AF&RS or LRF debrief sessions before completing a report for consideration which highlights areas for organisational learning. This will include maintaining confidences around the information provided and recorded.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: <ul style="list-style-type: none"> ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Police and Fire Headquarters in Portishead, near Bristol. However, your duties may also involve occasional travel to other sites and areas. Although you are based at

	a specific location, for efficiency or other business reasons we may require you to work from any base within AF&RS service area for which we will pay allowances where appropriate.
3.	Police and Fire Headquarters is a secure site and therefore appointment to this post may be subject to passing the required Non-Police Personnel Vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.
6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. These DBS checks will be renewed throughout employment.

Avon Fire & Rescue Service Core Values

AF&RS expects all employees to accept and work to our Core Values during the course of their employment. These Values require us all to be:

- Respectful
- Honest
- Courageous
- Ambitious
- Inclusive
- Transparent

In addition to our Core Values, all employees should accept and work to the National Fire Chiefs Council (NFCC) Core Code of Ethics:

- **Putting our communities first** – we put the interest of the public, the community and service users first;
- **Integrity** – we act with integrity including being open, honest and consistent in everything 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 flexibility 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 FRSs 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.

Signed confirmation that this Job Description accurately reflects the requirements of the job:			
Job Holder's Manager		Date	
Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of Avon Fire & Rescue Core Values:			
Job Holder		Date	

See following page for Person Specification

Person Specification

Job Title	Business Continuity & Resilience Coordinator				
Post Number	1402 & 1508				
Grade	HAY 8				
Qualifications, knowledge, experience, skills and personal attributes required for the job:					
	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview			
		A	T	I	
Qualifications/Knowledge					
A level 4 qualification in Emergency Planning, Risk Management or similar discipline, or equivalent level of relevant knowledge and experience.	E	X			X
A thorough knowledge of current Windows and Microsoft Office Suite applications.	E	X			X
An understanding of the Civil Contingencies Act 2004.	E	X			X
An understanding of local & community risk management and resilience.	E	X			X
Qualified to Certificate of the Business Continuity Institute level (CBCI) or similar qualification	D	X			X
Experience					
Experience of working with multiple stakeholders, both internal and external, in an administrative or project management environment.	E	X			X
Proven organisational skills and the ability to manage and prioritise work to comply with agreed deadlines and with minimal supervision.	E	X			X
Experience of developing, implementing and maintaining administrative systems and procedures.	D	X			X
Experience in providing advice, guidance and training to staff to support the delivery of critical business objectives.	D	X			X
Experience of supporting meetings, including maintaining action trackers and minute taking.	D	X			X
Skills					
Well-developed problem-solving and organisational skills.	E	X			X
A good communicator, with the ability to deal effectively with stakeholders via email, telephone, in-person meetings and video conferencing.	E	X			X
Able to build and maintain effective working relationships with staff at all levels.	E	X			X
Able to deputise if required at meetings and promote positive working relationships.	E	X			X
A current driving licence or ability to arrange suitable alternative transport to travel to various work locations.	E	X			

Personal Attributes				
Adaptable with a flexible approach to work to meet business needs.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X