**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Resilience Officer |
| **Job Reference** | 20210 |
| **Grade and Salary** | 5 - £34,434 - £40,777 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Suffolk Fire & Rescue Service – Risk & Resilience |
| **Location** | Endeavour House, Ipswich, Suffolk IP1 2BX- Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

The Resilience Officer supports Suffolk Fire and Rescue Service and the Suffolk Resilience Forum (SRF) in ensuring robust multi-agency arrangements for civil contingencies, emergency response, and business continuity. This includes developing and testing emergency and continuity plans, delivering training and exercises. The postholder will also play a key role in maintaining and utilising the Resilience Direct platform to coordinate and share information before, during, and after emergencies.

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| **About the team**  |

The **Risk & Resilience Team** at Suffolk Fire and Rescue Service plays a vital role in safeguarding communities by leading the Service’s preparedness, planning, and response to major emergencies. Working at the heart of local and regional resilience, the team coordinates civil contingency planning, business continuity, risk analysis, and multi-agency collaboration through the Suffolk Resilience Forum. Combining strategic insight with operational readiness, the team ensures Suffolk is equipped to face threats ranging from severe weather and pandemics to cyber incidents and major incidents, helping to protect life, property, and the environment.

You will report directly to the Risk manager – Risk & Resilience.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

* Develop, review and maintain SFRS and partner agency **emergency response** and **business continuity** plans, ensuring compliance with the Civil Contingencies Act 2004 and relevant standards.
* Support the development and delivery of the **SFRS business continuity framework**, Providing advice and guidance to internal departments on **business continuity management** and resilience best practice.
* Act as a key user and administrator of **Resilience Direct**, supporting document management, planning coordination, and information sharing during incidents and exercises.
* Coordinate, plan and support Suffolk’s contribution to the **National Resilience capability**, ensuring readiness, training, and effective deployment of specialist resources in line with national standards and multi-agency requirements.
* Coordinate, plan and support **multi-agency exercises**, debriefs, and training events to test preparedness and identify improvements.
* Contribute to **incident debriefs**, lessons identified processes, and the continuous improvement of resilience arrangements across Suffolk.
* Maintain up-to-date awareness of relevant **guidance, legislation, and frameworks** (e.g. JESIP, UK Resilience Standards, ISO 22301).
* Build and sustain effective working relationships with stakeholders across the Local Resilience Forum, including emergency services, local authorities, health, voluntary organisations, and government agencies.
* Maintain accurate and up-to-date records of all resilience planning, exercises and training to support audit, reporting, and continuous improvement.
* Where necessary, represent SFRS at the Suffolk Resilience Forum by providing advice and contributing to the development of tactical emergency planning, county-wide community risk assessments, and major incident response plans.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

**Essential**

1. Level 5 qualification (e.g. HNC, NVQ4, or equivalent) in a relevant subject such as **public safety, risk management, emergency planning, business continuity,** or **resilience.**
2. Certification in **Business Continuity Management** (e.g. CBCI, ISO 22301).
3. Project or programme management qualification (e.g. PRINCE2 Foundation or Practitioner).
4. Evidence of **relevant professional training** in emergency planning, resilience, or business continuity (e.g. short courses or modules from Emergency Planning College, JESIP, or equivalent).

**Desirable**

1. Higher-level qualification (Level 5 or above) in emergency management, risk, or leadership (e.g. Foundation degree, Diploma, or Degree).
2. Training in **multi-agency working, command and control**, or **ResilienceDirect** administration.

**Professional memberships (Desirable)**

1. **Emergency Planning Society (EPS)** – Associate or Full Member
2. **The Business Continuity Institute (BCI)** – CBCI or Affiliate Member
3. **Institute of Risk Management (IRM)** – Affiliate Membership
4. **Chartered Institute of Emergency Management (CIEM)** – Desirable

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

**Knowledge (Essential)**

1. **Civil Contingencies Act 2004** and associated statutory duties for Category 1 responders.
2. **Emergency planning frameworks** (e.g. Integrated Emergency Management, JESIP, National Resilience Standards).
3. **Business continuity management principles** (e.g. ISO 22301, Business Continuity Institute Good Practice Guidelines).
4. Knowledge of **multi-agency incident response structures,** including the role of Local Resilience Forums (LRFs), Tactical Coordination Groups (TCGs), and Strategic Coordination Groups (SCGs).
5. **Resilience Direct** platform: usage, permissions, document management, and incident rooms.
6. Local government structures, roles in civil protection, and the role of emergency services in resilience.
7. Awareness of **climate change and environmental resilience** issues relevant to Suffolk and the Eastern region.

**Skills (Essential)**

1. **Emergency and continuity planning** – writing, reviewing and testing plans across services and functions.
2. Effective use of **ResilienceDirect** for collaboration, planning, and operational response.
3. **Data handling and analysis** – interpreting complex guidance, risk data, and performance metrics.
4. Strong **communication skills** – report writing, briefing stakeholders, and drafting formal plans and policies.
5. Ability to manage multiple projects simultaneously with competing deadlines.

**Experience (Desirable)**

1. Experience in developing, reviewing and exercising **business continuity plans.**
2. Working within or in close partnership with **Local Resilience Forums** or emergency planning units.
3. Supporting or participating in **multi-agency exercises** and/or real-world incidents (live or simulated).
4. Using **ResilienceDirect** in planning and/or incident response contexts.
5. Working in or with **emergency services, local authorities,** the NHS, or **voluntary sector resilience** partners.

**It would also be desirable to have**

1. Membership of a relevant professional body (e.g. **Emergency Planning Society, Business Continuity Institute).**
2. Completion of accredited training courses from:
* **Emergency Planning College** (e.g. Emergency Planning & Response, Crisis Management).
* **JESIP training** (Joint Emergency Services Interoperability Programme).
* **Cabinet Office ResilienceDirect Training.**

**36.**Formal qualification or training in:

* **Business Continuity Management** (e.g. ISO 22301 Lead Implementer).
* **Project Management** (e.g. PRINCE2, Agile).
* **Health & Safety** or **Risk Management** principles.

**37.**Higher education (Level 6+) in a related field (e.g. Emergency Management, Public Safety, Risk, Environmental Science, Homeland Security).

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

**SFRS do have a fleet of pool cars which may be available to you, following assessment and availability.**

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.