

## JOB DESCRIPTION AND PERSON SPECIFICATION

### JOB DETAILS

<b>JOB TITLE:</b>	Emergency Planning, Resilience and Response (EPRR) Manager
<b>BAND:</b>	8B
<b>LOCATION:</b>	Trust Sites (base of work can be flexible) with opportunity for agile working
<b>DEPARTMENT:</b>	Emergency Planning
<b>HOURS OF WORK:</b>	37.5wte (flexible and part time working considered)
<b>ON CALL/OUT OF HOURS:</b>	Participate in the Trust On-call Manager Rota
<b>ACCOUNTABLE TO: (job title)</b>	Chief Operating Officer ( <i>the Accountable Emergency Officer</i> )
<b>RESPONSIBLE TO: (job title)</b>	Deputy Chief Operating Officer
<b>DIRECTORATE:</b>	Operations Directorate

We know that organisations which have strong values and behaviours do well and that employees are engaged, happy and motivated in their work. We've worked closely with staff to develop and embed our values and we will continue to ensure that they underpin the way we care for our patients and each other.

#### Our mission:

To provide outstanding care and treatment, to share and spread new knowledge and practice, and to always be at the forefront of what is possible.

#### Our vision:

To be a world-leading team providing world-leading care.

#### Our goal:

To be the best place to work and be cared for, where research and innovation thrive, creating a global impact.

#### Our values:

- Ambitious
- Brave
- Compassionate

## JOB PURPOSE

The role of the EPRR Manager is to ensure that the Trust maintains its readiness to respond to unexpected events and emergencies, is building resilience to potential hazards, and is permanently in a fit state to deliver a response to internal or external incidents through either a direct response (delivery of care to casualties, or enacting business continuity plans) or provision of support to other organisations (mutual aid).

The EPRR Manager is responsible for the management, production, implementation and regular revision of effective:

- major and critical incident plans
- resilience strategies and plans
- business continuity plans
- exercise and training plans
- threat and hazard identification and response processes

## JOB INFORMATION

The EPRR Manager works closely with operational and clinical colleagues and attends any site where these individuals work. The EPRR Manager necessarily works with every department of the organization as necessary to fulfil the need to ensure that we are able to respond to incidents whatever they are and wherever they arise, and encourage resilience into strategic and tactical developments.

Although primarily an administrative role, the EPRR Manager benefits from seeing things first hand, walking through scenarios and actively engaging with people and departments.

## CORE KEY RESPONSIBILITIES

Key results areas include:

- To develop the plans listed under 'Job Purpose' above
- To manage the delivery of communication of the above plans across the organisation.
- To manage the exercising and testing of Local Incident Response plans
- To develop and deliver the training of key staff in respect of the above Response plans.

- To be a proactive member of the Trust's EPRR Working Group
- To participate in regular external multi-agency networking within the local health economy and local resilience community, as the Trust representative

## PROFESSIONAL

The EPRR Manager is the Trust's Subject Matter Expert for everything EPRR related. The EPRR Manager is responsible for their own learning and development and is supported to build external networks with EPRR professionals inside and outside of the health sector.

The EPRR Manager demonstrates exceptional professional and personal attributes to ensure that they are self-motivated, well informed, work autonomously, and provide expert advice at all times.

Fundamental to the role is the ability of the EPRR Manager to provide professional advice to the Chief Operating Officer in all EPRR related matters.

The EPRR Manager is responsible for the EPRR budget.

## CLINICAL:

Whilst this role may be undertaken by someone with a clinical background, this role does not involve any direct patient care activities. If the EPRR Manager has clinical skills then they may be supported to undertake clinical shifts in order to maintain competencies and any registrations.

## PEOPLE MANAGEMENT

Although this post does not directly line manage any staff, key to the success of the post holder is the ability to influence and gain the support of all members of the clinical and operational teams and to ensure their active engagement and participation in the EPRR agenda.

The EPRR Manager provides leadership to the whole organization in respect of EPRR, and is expected to adopt strategies to ensure department managers have fully adopted and implemented the principles of good EPRR preparedness. The Board of Directors will rely on the EPRR manager to advise on EPRR strategy for the organization, and then project manage the delivery through a matrix approach to team management.

The EPRR Manager holds and maintains the Training Needs Assessment for Trust staff in respect of EPRR. The EPRR Manager devises, directs and delivers internal training and exercises to meet the EPRR-related learning and development needs of teams across the organization. This includes support for all staff working in individual units or departments, to Executive level participants. The EPRR manager further identifies the training and development needs that need to be satisfied with external facilitation or delivery, working with line managers to ensure attendance is facilitated.

## SPECIFIC KEY RESPONSIBILITIES

In line with direction provided by the Deputy Chief Operating Officer and in collaboration with the Divisional and Corporate Management Teams:

### **1. Development of Trust emergency plans**

- 1.1. Prepare and produce effective, robust and widely consulted upon, BWC plans which are in line with current best practice, and Core/National Standards.
- 1.2. Ensure the effective communication of BWC plans across the Trust, the wider health community, and relevant resilience partners.
- 1.3. The continuous update of all BWC incident response plans in respect of:
  - Evolving assessment of threats / risks
  - Changes in local and national NHS policy
  - Resilience partner advice / feedback
  - New / developing best practice
  - Lessons learned (from exercises & 'live' implementation)
- 1.4. Keep abreast of evolving best practice and new national and local policy directives.
- 1.5. Lead bench marking activities to verify the quality and appropriate scope of BWC contingency plans.
- 1.6. Identify, risk assess and report BWC resilience, resource or capability gaps.
- 1.7. Maintain a robust and effective lessons learnt process to drive continual improvement. This will include lessons learnt internally and the learning from other organisations.
- 1.8. Maintain a process for the quality assurance of Business Continuity and Incident Response plans.
- 1.9. Check and maintain the Trust's ability to deliver incident control rooms, radio communication and other essential response capabilities

### **2. EPPR Programme of work**

- 2.1. Maintain BWCs hazard register, with currently identified hazards and risks that is used to inform EPPR planning and activity
- 2.2. Produce and deliver the annual EPPR work and training plan

- 2.3. Provide updates to Trust Board and its sub-committees in relation to the EPRR Programme of work
- 2.4. Complete BWC's Core Standards and Deep Dive self-assessments and all associated preparatory and follow-up activities
- 2.5. Interpret and implement national policy and guidance as it relates to EPRR, and to be the Trust's expert advisor on EPRR policy and procedures.

### **3. Training & Exercises**

- 3.1. Develop and implement Trust wide staff training in respect of key staff roles within BWC incident / contingency plans.
- 3.2. Responsible for the delivery of generic skills training for identified staff groups in respect of key contingency capabilities (e.g. patient decontamination).
- 3.3. Deliver specific competency training for key staff within the organisation.
- 3.4. Plan, implement and review Trust wide exercises which rehearse and test the implementation of BWC contingency plans.
- 3.5. Facilitate BWC participation in multi-agency training activities or exercises within the local resilience community.

### **4. Networking**

- 4.1. Lead internal Trust wide networking and communication activities to ensure awareness, at all levels, of the Trust's resilience and emergency planning contingency measures.
- 4.2. Participate and actively contribute to external networking concerning resilience and emergency planning within the local health economy and beyond.
- 4.3. Maintain an awareness of national guidance and best practice.

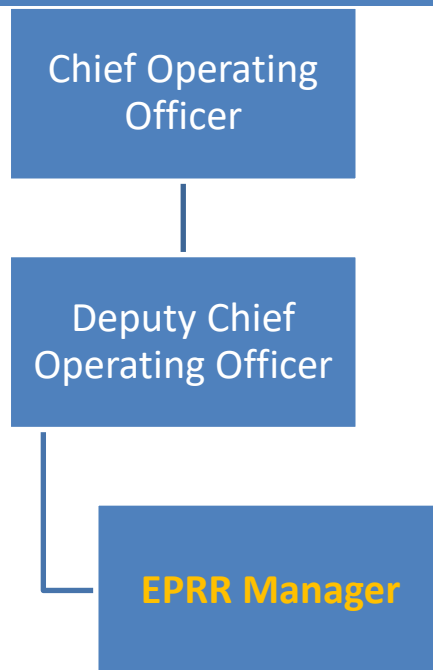
### **5. Budget / Resource management**

- 5.1. Manage resources allocated to the EPRR budget to best effect in achieving the objectives set out above.

### **6. Miscellaneous**

- 6.1. Deputise for the Chief Operating Officer or Deputy Chief Operating Officer on EPRR matters as requested.
- 6.2. Participate in an On Call Manager Rota.

## ORGANISATIONAL CHART



## COMMUNICATION AND WORKING RELATIONSHIPS

The EPRR Manager communicates with a range of internal and external stakeholders as identified below. The communication may be informal, in order to influence and persuade members of staff, senior managers and board members to engage and participate in EPRR work, or may be formal external communication in the assessment of the Trust's EPRR readiness to NHS England and external executive assessors. Internally, formal communication will take place in the provision of formal reports to Quality Committee and Audit Committee in relation to the EPRR work programme.

Communication may take many different methods including (but not limited to) formal reports, oral/powerpoint presentation, emails, informal discussion and participation in meetings. The EPRR Manager is expected to influence and negotiate at all levels in order to secure effective delivery of the EPRR Programme of Work. Communication will be on an individual, small group, or large audience basis, using in person, videoconferencing and asynchronous communication methods.

Communication will routinely encompass the conveyance of highly complex data, policies, academic learning, outcomes from lessons learnt from other organisations and services, and requirements for change. Communication will need to be adapted to the audience. There will be a requirement to sympathetically communicate where adverse outcomes could be improved to improve future performance, such as feedback and learning following training and exercises.

#### Key Working Relationships:

*Internal* – Deputy Chief Operating Officer, Executive Directors, Directors of Operations, General Managers, Service Managers, Heads of Depts, Clinical Directors, Clinical Leads, Health, Safety and Security Team, Emergency Department, Clinical Coordinators.

*External* – NHS England, Birmingham and Solihull Integrated Care Board, UK Health Security Agency (UKHSA), Ambulance Service, Local Authority, Police and Fire Service, Birmingham City Council, other local Providers and public sector organisations.

## ANALYTICAL AND JUDGEMENT RESPONSIBILITIES

The EPRR Manager completes formal reports of complex concepts, data and analysis to Board level, and translates national policy and guidance into easy to understand information and action for frontline staff and divisional management teams.

The EPRR Manager uses their own judgement in recommending courses of action for the organization, based on sound knowledge and evidence, and is able to articulate the proposed actions with associated justification for approval. The EPRR Manager is then able to set out a proposed delivery plan to achieve the desired objective and is responsible for the effective delivery of this plan.

## PLANNING AND ORGANISATIONAL SKILLS

The EPRR Manager works to an annual work programme, but takes a longer term view of building resilience and response capabilities and capacity within the organisation. There is considerable planning and organisation required to ensure the delivery of the annual workplan, training plan, and deliver the required reporting alongside achieving successful outcomes for the Core Standards process.

The planning and organisational skills required for the successful delivery of this role include:

- Managing a complex programme of work with multiple components such as the delivery of a comprehensive training programme for staff, reviewing organisational plans, responding to day-to-day operational needs and situations and formulating organisational policy.

- Programmes that impact across the organisation and affect a large number of Trust employees.
- Managing the competing priorities of short term needs (e.g. a response to a business continuity event), delivering against an annual cycle of assurance (e.g. the national EPRR core standards) and ongoing programmes such as delivery of training and continual review, amendment and testing of major incident plans, mass casualty plans and so on.
- Refining and adjusting plans for new information, evidence, requirements and organisational learning, including the ability to re-orientate and focus other Trust teams and staff to achieve the revised objective.
- Reviewing progress with an open and honest view on the effectiveness of programmes in order to ensure greater delivery in the long run.

Planning requires coordination of both this role, but the wider teams within the organisation. This involves prioritisation and negotiation of activity in order that there is the successful delivery of the EPRR Programme of Work.

## TRUST LEADERSHIP AND MANAGEMENT RESPONSIBILITIES

Provide effective leadership and management to staff which promotes the Trust's values and high performance standards both individually and as a team, in the achievement of the Trust's objectives and priorities. The Trust's success will be dependent on all managers playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation. Managers will be expected to:

- Understand the Trust's key priorities and those of your Department and how these translate within your area/team.
- Ensure clarity and effectiveness in developing and designing roles.
- Ensure management of staff is consistent with Trust's Values to the achievement of equality, equity and optimum performance.
- Complete annual Appraisals for all staff which reflect these priorities and ensure staff have access to appropriate training and development.
- Communicate regularly through meetings with teams and individuals and provide opportunity for two-way feedback.
- Promote an effective team ethos.



- Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.

## PERSON SPECIFICATION

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<b>BAND:</b>	<b>8B</b>
<b>LOCATION:</b>	<b>Trust Sites (base of work can be flexible) with opportunity for agile working</b>

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
<b>Educated to degree level or equivalent</b>	<b>E</b>	<b>A</b>
Diploma in Health Emergency Planning (DipHEP) or PGCert in Emergency Planning or equivalent or willing to undertake such a qualification	<b>E</b>	<b>A/I</b>
Masters Degree in a relevant subject	<b>E</b>	<b>A</b>
Teaching and assessing qualification	<b>D</b>	<b>A</b>
KNOWLEDGE & NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
Experience of delivering change in a complex environment	<b>E</b>	<b>A/I</b>
Experience in budgetary and resource management	<b>E</b>	<b>A</b>
Knowledge, understanding and experience in Risk Management and Governance issues	<b>E</b>	<b>A/I</b>
Experience of developing business continuity plans	<b>E</b>	<b>A/I</b>
Experience gained of an incident response whether an actual incident or through training	<b>E</b>	<b>A/I</b>
Knowledge of Major Incident and Critical Incident Response plans from working within a public sector service	<b>E</b>	<b>A/I</b>
Experience of formal reporting to Senior Management / Board through a variety of media / modes of communication	<b>E</b>	<b>A/I</b>
<b>Site management experience in a complex organisation</b>	<b>D</b>	<b>A</b>
<b>Evidence of leading initiatives within multi-professional teams</b>	<b>D</b>	<b>A/I</b>
<b>Project management experience</b>	<b>D</b>	<b>A</b>

Knowledge of the NHS in the context of emergency planning	<b>D</b>	<b>A</b>
ANALYTICAL AND JUDGEMENT SKILLS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
Ability to interpret national policy and guidance and turn into practical local actions required	<b>E</b>	<b>A/I</b>
Ability to identify when it is appropriate to escalate risks and issues to Senior Management and Board level	<b>E</b>	<b>I</b>
Ability to identify proportionate actions in addressing hazards and risks, and organizational planning responses	<b>E</b>	<b>A/I</b>
PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
Knowledge and understanding of current incident response policy and practice issues including the Civil Contingencies Act.	<b>D</b>	<b>A</b>
<b>Expert knowledge of Health Emergency Planning</b>	<b>D</b>	<b>A/I</b>
<b>Ability to manage own workload and that of others</b>	<b>E</b>	<b>A/I</b>
Competent in the use of standard computer software (MS Office, Sharepoint etc)	<b>E</b>	<b>A/I</b>
PERSONAL SKILLS / ABILITIES AND ATTRIBUTES	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
<b>Proven communication skills</b>	<b>E</b>	<b>A/I</b>
Perseveres and is resilient	<b>E</b>	<b>A/I</b>
<b>Well organised and able to manage time effectively</b>	<b>E</b>	<b>A/I</b>
<b>Ability to work in a challenging and busy environment whilst meeting set deadlines</b>	<b>E</b>	<b>A/I</b>
<b>Proven Leadership skills</b>	<b>E</b>	<b>A/I</b>
<b>An ability to motivate, influence and persuade others</b>	<b>E</b>	<b>A/I</b>
<b>Works well within a team.</b>	<b>E</b>	<b>A/I</b>
<b>Ability to work independently and demonstrate a high degree of autonomy</b>	<b>E</b>	<b>A/I</b>
<b>Ability to communicate effectively with all levels of an organisation</b>	<b>E</b>	<b>A/I</b>
OTHER REQUIREMENTS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT (A/I/T)
Flexible to meet service needs	<b>E</b>	<b>A/I</b>

Ability to respond appropriately if/when an  
incident occurs

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A/I

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification.

	Designation	Name	Signature
Post Holder			
Manager			

**Date of JD/Person Specification:**

**Date of Review:**

**Version:**