

CONTINGENCY & EVENT MANAGER ROLE PROFILE

(Payband: TM2)

OVERALL JOB PURPOSE

- Minimise the impact of a major incident, event or severe disruptive challenge on the day-to-day lives of the community and the environment. Assess and prioritise hazards and risks to the Highways Agency (HA) in their Regional Control Centre (RCC) region, and plan for the response and recovery should an incident occur
- Provide effective Contingency and Event Management Plans, including co-ordination of handling arrangements for prospective severe weather occurrences, identifying risks to the delivery of regional business and performance of the Strategic Road Network. Review plans in the light of emerging intelligence. Communicate effectively at all levels, creating understanding of emergency plans ensuring they are effectively briefed and tested. Organising exercises to ensure familiarity and effectiveness
- Co-ordinate effort through integrated planning and response across and between regions, fully utilising service providers and other teams producing operational orders and briefings as appropriate
- Silver/Gold Support Staff Lead to Incident Commander during significant incidents and crises as required
- Support Emergency Planning Manager on resilience and security issues in the Region. Promote the HA's reputation through visible and effective partnerships with the police and other emergency services, local resilience forums, media and other key stakeholders. Within HA embedding a customer focused and best practice approach throughout the region on all matters of resilience and contingency planning and implementation.

CONTEXT

As the HA moves towards regionally focused delivery it needs to ensure the regions' priorities are aligned to Central Government, Department for Transport (DfT) and HA policies and that its responsibilities as a Category 2 responder under the Civil Contingencies Act are met.

Network Operations is responsible for the operation and stewardship of the strategic road network and ensuring it delivers appropriate levels of service to support wider Government objectives around growth and sustainability.

The Network Operations region is co-terminus with Government Office boundaries, is a multi-site, 24/7, 365 day operation conducted extensively through shift work.

There are significant challenges for effective planning and management of risk alongside:

- Delivery of Public Service Agreement Targets for safety, reliability of journeys with a background of continued traffic growth and sustainability
- Increasing demands (i.e. planning) on the network placed by economic growth and development
- Implementing change and co-ordinating activity between service providers and three diverse operating regimes, (spatial planning, maintenance and delivery and RCC and On-Road operations)
- Improving highly visible customer focused operations, ensuring the region and its supply chain support the Customer Promise.

RESPONSIBILITIES

Stakeholder Engagements

- Responsible for promoting the HA's reputation through visible and effective partnerships with the police and other emergency services, local resilience forums, media and other key stakeholders.

Planning

- Responsible for supporting effective emergency, contingency and event planning and developing the regional response under the Civil Contingencies Act – Category 2
- Responsible for identifying risks to the delivery of regional business and performance of the Strategic Road Network and planning for future capability.

Delivery

- Accountable for co-ordinating effort through integrated planning and response across and between regions, fully utilising service providers and other teams issuing operational orders as appropriate.

Operations

- Responsible for effective communication at all levels, ensuring plans are effectively briefed and tested
- Responsible for reviewing plans in the light of emerging intelligence and best practice
- Responsible for providing Silver/Gold Support Staff Lead to Incident Commander during significant incidents and crises as required.

KEY RELATIONSHIPS

Fostering visible and effective long term relationships – embedding a customer focused and best practice approach throughout the region on all matters of resilience, contingency planning and implementation.

Including (but not limited to):

- Traffic Officers, service providers and other responders
- Area Performance Teams, Regional Planning and Performance Managers
- Other Emergency Planning Managers
- Local Authority Traffic Managers
- Network Resilience Team
- Police and other emergency services
- Local and regional resilience forums
- Media and other key stakeholders

Accountable to Emergency Planning Manager

SPECIFIC OBJECTIVES

Leadership

- Establish effective liaison with appropriate stakeholders to develop integrated resilience and mutual aid, including membership of the Regional Resilience Forum sub groups.

Planning

- Focal point for regional contingency and planned event issues.

Delivery

- Produce integrated and validated Contingency and Event plans for the Region; in accordance with current legislation, and relevant guidance. Review plans in the light of emerging intelligence and best practice
- Support the development of major and critical incident Emergency Response plans
- Contribute to the development and maintenance of community risk registers plan for their region
- Design, develop and co-ordinate the training programmes as allocated by Emergency Planning Manager to validate the HA's plans and liaise with the Network Resilience Team. Participate in training programmes.

Operations

- Support the HA's response to disruptive challenges through prior tactical planning which informs the operational response in the event of an emergency or other challenge
- Liaise effectively with traffic managers, providers, responders and event organisers to co-ordinate integrated HA response. Produce operational orders and brief effectively
- Provide Silver/Gold Support Staff Lead to Incident Commander during management of events, significant incidents and crises as operationally necessary
- Develop, contribute to and attend specific exercises as required to validate plans, in liaison with partners and the Network Resilience Team.

KEY SKILLS AND COMPETENCES

Core Skills

- Partnership Working and Stakeholder Management (Level 3)
- Analysis and Use of Evidence (Level 3)
- Communicating & Marketing (Level 2)
- Strategic Thinking (Level 3)
- Leadership (Level 2)

Behaviours

- Living & supporting HA values
- Building personal credibility

ELIGIBILITY CRITERIA

Essential

- Knowledge of Incident Management, Emergency or Contingency Planning (As a minimum post holders will be expected to successfully complete an Emergency Planning College Foundation course)
- Evidence of sound planning skills
- Evidence of working successfully with a wide range of internal and external stakeholders to maximise delivery.

Desirable

- Demonstrate an understanding of the HA business
- Experience of Incident Management, Emergency or Contingency Planning.