**Job Title**: Resilience Officer – Degree Apprenticeship

**Department:** Resilience Team

**Reports to:** Head of Resilience

**Direct Reports:** None

# Main purpose of the job

The purpose of this role is to learn and develop the skills to support the planning and delivery of emergency response and business continuity arrangements. This role aims to ensure that the organisation can effectively prepare for, respond to, and recover from incidents, thereby providing assurance to our customers, stakeholders, executive, and board. The individual in this role will contribute to maintaining and enhancing our ability to keep people safe, protect the environment, and build resilience across the communities we serve. This involves working collaboratively with various departments and partners, applying innovation, solving problems and quickly adapting to changing situations to address evolving environmental conditions.

# Responsibilities

## Specific

• Facilitating the organisations response to incidents

• Developing and reviewing emergency response arrangements and the required supporting documentation

• Planning and delivering training and exercising as part of a wider program

• Developing and reviewing business continuity arrangements and the required supporting documentation

• Identifying and assessing risk in a systematic way

• Maintain, apply and improve management and governance systems to ensure an effective response capability is maintained

• Debriefing live incidents and training to identify lessons and implementing them as part of a continual improvement cycle

• Horizon scanning for emerging risks and opportunities

• Proactively engage with internal and external stakeholders on resilience issues

• Complete a level 6 undergraduate degree apprenticeship in resilience and emergencies management

## General

• To act in accordance with the behaviours and values of the organisation

• To manage your own performance to be accountable for meeting individual, team and corporate objectives

• To act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds

• To actively demonstrate the Coal Authority’s customer service standards expected of your role

• To comply with and contribute to the improvement of operational and team processes and procedures

• To assist with the preparation and execution of the team’s objectives, budgets and financial records

• To identify opportunities and implement change leading to team development, system improvement and good value for money

• To maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives

• To support research and development projects

• To ensure that the Authority’s statutory responsibilities are effectively discharged

• To carry out any further reasonable requests from your line manager

# Competencies

* Seeing the big picture - be alert to emerging issues and trends which might impact or benefit your and/or your team’s work
* Changing and improving - find ways to improve systems and structures to deliver efficiencies
* Making effective decisions - identify the main issues in complex problems, clarify understanding and/or stakeholder expectations, to seek the best option
* Leading and communicating - communicate using a range of appropriate styles, methods and timing to maximise understanding and impact, especially when conveying complex information
* Collaborating and partnering - establish relationships with a range of internal and external stakeholders, to support delivery of business
* Building capability for all - Ensure that individual and organisational learning and development opportunities are fully exploited in order to enhance organisational capability
* Achieving commercial outcomes - implement appropriate mechanisms to measure progress towards commercial results, identify shortfalls and raise awareness as necessary
* Delivering value for money - follow appropriate financial procedures and monitor key performance indicators to deliver value and desired outcomes with available resources
* Managing a quality service - actively seek to identify customer needs, responding in a way that delivers an excellent customer experience
* Delivering at pace - maintain effective performance in difficult and challenging circumstances and encourage others to do the same

# Person Specification

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| **Job Title:**  Resilience Officer – Degree Apprenticeship **Department:** Resilience | | |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | * Minimum of 112 UCAS points or equivalent * Be educated to Level 3 (e.g. BTEC, A Level or equivalent) * Hold a full UK driving licence by your start date |  |
| **Experience and Knowledge** | * Experience of using Microsoft Office products | * Experience of Microsoft Teams & Power BI |
| **Skills and Abilities** | * Great communication and interpersonal skills * Ability to work as part of a team * Ability to work to deadlines and prioritise work * Ability to adapt to changing situations * A key interest in resilience and the environment |  |