

Job Title	Head of Emergency Preparedness, Resilience and Response (EPRR)
Band	AfC Band 8c
Responsible to	Procurement Excellence Director
Accountable to	Procurement Excellence Director
Base	Mount Vernon Hospital HA6 2RN, central London locations/hybrid/flexible.

Job Purpose

This is a broad summary of the role detailing key areas of operation and responsibilities – further detail will be provided in the Main Duties and Responsibilities section, below, which provides more granular detail.

The post holder will be responsible:

To ensure North West London Procurement Services (NWLPS) and Partner Trusts (figure 1) work collaboratively to achieve and maintain statutory obligations and compliance with responsibilities set out in the Civil Contingencies Act (2004), the Health & Social Care Act 2012 and any associated regulations and guidance relating to emergency preparedness, resilience, and response (EPRR) including the EPRR 'Core Standards'.

Utilising highly developed communication skills the postholder will be the strategic lead, providing expert knowledge on matters relating to EPRR and business continuity management to guide the Procurement Service. Working closely with Lead/Head EPRR Officers within the individual Trusts to ensure compliance with audits for NHS England core standards.

The postholder will be able to confidently work with senior staff across the North West London Procurement Services and partner Trusts and with various external agencies, representing the Procurement Services at Health Economy Resilience Groups (HERGs) and other external resilience forums as required.

This senior role is required to continuously change priority according to the needs of the wider community and NWLPS.

Key Working Relationships

Internal

- NWLPS Directors
- Clinical Procurement Specialists
- Senior Management Team, NWLPS

External

- Partner Trusts
 - Lead EPRR Officers
 - Clinicians - especially in emergency departments
 - Intensive care and Infection control
 - Health and Safety Team
- NHS England Emergency Planners & other acute, community and ICB Emergency Planning and Capacity leads
- Civil Contingency leads in local councils and other relevant bodies.
- Metropolitan Police
- London Fire service
- London Ambulance service
- Public Health England
- CQC

Figure 1

North West London Procurement Services

Central and North West London NHS Foundation Trust
Central London Community Healthcare NHS Trust
Chelsea and Westminster Hospital NHS Foundation Trust
London North West University Healthcare NHS Trust
North West London Integrated Care Board
The Hillingdon Hospitals NHS Foundation Trust
The Royal Marsden NHS Foundation Trust
Imperial College Healthcare NHS Trust
West London NHS Trust

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Main Duties and Responsibilities

Main duties and responsibility area 1 – Collaborative working with Partner Trusts

- The post holder will provide strategic and operational leadership in business continuity/emergency planning, developing the NWLPS policy and procedure development.
- The postholder will be responsible for compiling an annual EPRR workplan (including a training & exercising programme) with the aim of continual improvement and establishing best practice within EPRR.
- In conjunction with Lead EPRR officers in partner Trusts, develop strategies for each area of activity and monitor progress against the workplan, highlighting any identified gaps via established governance arrangements.
- Develop and maintain in partnership with Partner Trusts their own risk-based contingencies to ensure the continuity of service delivery for as long as practicably possible.
- Responsible for the ongoing development, review and implementation of Business Continuity Management Policy ensuring relevant requirements of NHS England's Core Standards for EPRR and ISO:22301 are implemented as required.
- Engage with Directors, Senior Managers, and staff at all levels to ensure the partner Trusts achieve compliance against the EPRR Core Standards and provide assurance as applicable to the Trust Boards.
- Improve standards of emergency preparedness across the Partner Trusts and provide leadership on specialist emergency planning issues, in the context of the acute and community Trust's Terms of Authorisation
 - for emergency planning
 - for business continuity
 - for general capacity and surge management
 - for risk assessment and mitigation
- Establish a centralised NWLPS EPRR Committee to report to NWLPS SSB.
- Interpret national and regional guidance related to EPRR to inform policies and plans.
- Provide the Single Point of Contact (SPOC) function for receipt and onward dissemination of inbound information during incidents.

Main duties and responsibility area 2 – Governance

- Provide leadership and ensure delivery of a high-quality EPRR function to support senior managers in achieving the NWLPS corporate objectives.
- Support Lead EPRR officers in respective Trusts to deliver key deliverables and objectives.
- Ensure a whole system integrated approach to EPRR, by coordinating work within NWLPS remit and liaising with senior management at local and London level.
- Drive forward the NWLPS agenda regarding EPRR.
- Ensure that all EPRR plans are up to date and revised as new legislation and national guidance is released.
- Manage highly complex EPRR Planning requirements for the Trust at department and Trust level and ensure that these are reflected in local regional and national EPRR risk agendas.
- Undertake a sustained educational campaign to raise the profile and awareness of EPRR across the Region giving assurance at the NWLPS Shared Services Board that sufficient training is in place to respond to Emergency incidents.
- Actively develop and embed local and London-wide policies and strategies through regular liaison with senior staff both internally and externally.
- Attend Emergency Planning London and Borough Group meetings, and other groups as necessary and share learning from these appropriately.
- Provide expert knowledge on matters relating to the EPRR within the NWLPS, ensuring that these issues remain a priority for Directors, Senior Managers, Clinical and Support Staff, and are fed systematically into the annual service, business, and financial planning cycle.

- Ensure that all Partner Trusts comply with relevant legislation regarding EPRR and requirements for training and test exercises. This will include policy and legislative interpretation to ensure that the individual relevant Trust responds appropriately to all new national guidance, which will influence emergency / business continuity planning, and ensuring this guidance is incorporated into the emergency planning process.
- Ensure that staff at all levels are aware of the key issues relating to EPRR and be able to demonstrate this.

Main duties and responsibility area 3 – **Resource Management**

- To understand the financial arrangements that need to be in place for responding to significant incidents and emergencies per individual Trust.
- Review and develop performance indicators issued by the Emergency Planning and Resilience service to ensure all targets are being met.
- Work with colleagues in strategy and planning to ensure that Emergency factors are included in business plans.
- Communicate developments in present/new policy and plans/protocols for continuity, major incidents and emergency planning to the NWLPS Shared Services Board and relevant committees.
- Lead the NWLPS strategy for the management of cross functional risk and participate in the development and implementation of risk management activities within the field of Emergency Planning and Resilience, taking care to ensure linkage with wider governance agenda.

Main duties and responsibility area 4 - **Communication**

- Ensure appropriate representation at local health resilience partnerships, local resilience forums and associated sub-groups and work streams.
- To work with the Communications Department to anticipate and respond to media interest arising from emergency planning and resilience issues. To coordinate such interest proactively.
- Produce Board and Committee reports on issues of emergency planning and resilience to provide assurance of systems and controls or identify areas of weakness.
- Ensure all requirements for the reporting of incidents, exercises and other outcomes are understood across the relevant areas.
- Provide accurate formal minutes for Major Incident Decision Logs
- Create maps plans and diagrams to graphically describe responses for Major Incidents and Event specific plans.
- Collect and analyse highly complex and fluid information at operational/incident level and communicate this effectively back to the organisation as necessary as part of incident management.

Main duties and responsibility area 5 – **Professional Responsibilities**

- Provide advice that contributes to the care of groups of patients in relation to contaminated casualties in the event of a CBRNe incident or P4 casualties during a mass casualty event.
- Responsible for testing of Incident Co-ordination Centre room communications and information equipment and CBRNe equipment as part of continuous review improvement and adaptation.
- Maintain appropriate records of all information gathered from Business Continuity and Major Incidents. This includes data retention, governance and audit and freedom of information requests relating to major incidents and business continuity incidents.
- Design develop and maintain information systems for the deconfliction process including Capital Projects, Estates, ICT, Site changes and External events where appropriate for individual Trusts.
- To maintain all appropriate professional registrations and uphold professional codes of Conduct and Standards

- To maintain a high level of knowledge and competence within the field of emergency planning / resilience
- To maintain personal professional development and a record of professional learning and experiences
- To understand the legal requirements to ensure the health, safety and welfare of personnel deployed for a significant incident or emergency.

The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the post holder.

Manage and Enable structure to be shared in due course.

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Person Specification

Job Title: Head of Emergency Preparedness, Resilience and Response (EPRR)

Factors	Criteria	Assessment Method
Education/Qualification		
Essential	<ul style="list-style-type: none"> Educated to appropriate level (Diploma in Health Emergency Planning or BSc in Disaster Management and Emergency Planning). With experience equivalent to MSc. Professional emergency planner/ business continuity/ risk management qualification: or ability to quickly derive 'expert' status. Minimum of 2 years' experience in Emergency Planning and/or Business continuity. Demonstrable evidence of preparing and leading significant elements of a change programme and proven record of its successful delivery. Experience of delivering clear, succinct plans and of reviewing the plans of others Experience of developing and delivering training for people at all levels Sufficient technical knowledge to perform all functions of the role. 	AF/IV/P
Desirable	<ul style="list-style-type: none"> Demonstrable evidence of previous work at a strategic level in the area of emergency planning / business continuity. Willing to become a member of Emergency Planning Society (EPS) and/or The Business Continuity Institute (BCI). 	AF/IV/P
Experience		
Essential	<ul style="list-style-type: none"> Significant management experience at senior level in the NHS or other public healthcare related industry Experience and/or understanding of the UK Health Economy Experience of successfully operating in and delivering priorities in a partnership environment. Experience of leading major change initiatives in a challenging organisational environment. Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments 	AF/IV/P
Skills & Knowledge		
Essential	<ul style="list-style-type: none"> A rigorous knowledge of Emergency Planning, Business Continuity legislation, Crisis, and Risk Management. In depth additional expert knowledge acquired over a significant period of time in the following areas <ul style="list-style-type: none"> - EPRR - Operations - Clinical management - BRN - Multi agency strategic and tactical management - Incident Co-ordination - Surge management - Risk Assessment - Assurance and quality assessment Subject matter expertise across a number of key areas relating to EPRR (as above) 	AF/IV/P

	<ul style="list-style-type: none"> • Significant evidence of continued professional development • In depth ability to operate dynamic decision making and recording of decision in a pressured, complex, and uncertain environment. • Ability to deal with challenging situations in a formal setting. • Strong external communications skills in a politically sensitive environment with knowledge of and experience in handling media relations • Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required. • Ability to analyse highly complex issues where material is conflicting and drawn from multiple sources (verbal, written and numerical). • Demonstrable ability to act upon incomplete information, using experience gained to make inferences and decision-making. • Significant ability to analyse numerical and written data, assess options and draw appropriate initiatives. • Demonstrable leadership, vision, strategic thinking and planning with highly developed political skills. • Demonstrable ability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly. • Ability to provide informative reporting on identified impacts to Board management. • Demonstrable ability to work effectively between strategic and operational activities where required. • Demonstrable ability to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales. • Ability to make decisions autonomously, when required, on difficult issues. • Demonstrable ability to use autonomy to undertake actions as a result of own interpretation of policy and guidance providing a source of expert advice to the board. • 	
Key Attributes		
Essential	<ul style="list-style-type: none"> • Flexibility with regard to working hours and location. • Travel between sites within the North West London region. • Transparency and high level of integrity 	AF
Assessment will take place with reference to the following AF – Application Form, IV – Interview, P – Presentation, T-Test, C Certificate		