

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the job.

Job Title:	Emergency Management & Regulatory Services Officer		
Job Family:	Corporate Resilience / Environmental Health / Regulatory Services	Salary Grade:	
Service:	Corporate (Resilience) – with functional support to Regulatory Services		
Political Restriction:			
Primary work location(s):	St Mary's, Isles of Scilly (with travel to Off-Islands as required)		
Working hours:	37 hours per week	Standby duties:	Participation in emergency duty rota including out-of-hours response
Working pattern	Flexible / hybrid, with requirement for emergency response		
Managed by:	Strategic Director – Place, Economy & Environment (or nominated corporate lead)		
Line manager for:	None initially		
Financial accountability	Limited (training, equipment, operational support budgets)		
Date last reviewed:	New at June 2026		
Approved by (Director):			

Role Purpose:
To deliver a hybrid role combining responsibility for the Council's emergency management and resilience function with operational support across Environmental Health and regulatory services. The postholder will support compliance with the Civil Contingencies Act (2004), ensuring the Council has proportionate and effective emergency preparedness, response, and recovery arrangements, while also contributing to the protection of public health through delivery of Environmental Health functions. The role is designed as a developmental position, enabling the postholder to build capability across both emergency management and regulatory service delivery, while progressively taking on greater responsibility in incident response and resilience coordination.

During periods of emergency activation or heightened risk, **Emergency Management responsibilities take precedence** over all other duties.

Accountabilities:

A. Emergency Management & Resilience (50%)

1. Emergency Planning & Preparedness

- Support the development, implementation and review of the Council's emergency plans, including:
 - Major Incident & Emergency Plan (MIEP)
 - Rest Centre & Humanitarian Assistance Plan
 - Warning & Informing arrangements
- Ensure plans are practical and aligned to island constraints (isolation, transport disruption, limited staffing)
- Maintain awareness of risks affecting the Isles of Scilly

2. Incident Response & Coordination

- Participate in emergency response arrangements, including out-of-hours duty rota
- Act as a **Tactical (Silver) support officer**, developing capability to assume tactical coordination responsibilities over time
- Provide advice and coordination support during incidents
- Support activation, escalation, and coordination processes

3. Training, Exercising & Assurance

- Assist in delivering a proportionate training and exercising programme
- Support development of staff capability in emergency roles (Gold/Silver/Operational)
- Contribute to assurance activities relating to Civil Contingencies Act compliance
- Support business continuity planning across services

4. Multi-Agency Working

- Support liaison with the Local Resilience Forum (LRF) and partner agencies
- Build working relationships with emergency services, NHS, voluntary sector and community groups
- Assist with mutual aid arrangements

5. Community Resilience & Communication

- Support development of community resilience initiatives, including volunteer coordination
- Assist in maintaining warning and informing arrangements
- Contribute to public communication during incidents

6. Continuous Improvement

- Support debrief processes following incidents or exercises
- Help track and implement lessons identified and improvement actions

B. Environmental Health & Regulatory Support (50%)

1. Operational & Technical Support

- Provide administrative and technical support across Environmental Health functions
- Maintain and manage Environmental Health IT systems (e.g. IDOX Uniform)
- Ensure accurate record-keeping and data management

2. Service Delivery Support

- Manage service requests, enquiries and Freedom of Information requests
- Provide support for:
 - Food safety
 - Public health
 - Housing standards
 - Environmental protection
- Assist with inspections and interventions alongside Environmental Health Officers

3. Compliance, Monitoring & Sampling

- Support delivery of sampling programmes (food, water)
- Assist in nuisance investigations (noise, pollution)
- Participate in dog control and other enforcement activities where required
- Ensure timely submission of samples and data returns (e.g. LAEMS)

4. Data, Reporting & Systems

- Produce reports and data for statutory returns and service planning
- Maintain website content and public information
- Provide intelligence to support operational decision-making

5. Community & Customer Engagement

- Act as a key contact for residents, businesses and visitors
- Provide guidance on regulatory compliance
- Support community engagement and advisory activity

6. Cross-Council Support

- Provide flexible support to wider council services where required
- Assist in event safety, committee support, and corporate initiatives

Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within the Council's Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

☒ Significant use of computers (display screen equipment)	☐ Driving HGV or LGV for work
☐ Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people or objects	☐ Any other frequent driving or prolonged driving at work activities (e.g. driving own private vehicle or CIOS vehicle)
☐ Working at height/ using ladders on a regular/ repetitive basis	☒ Restricted postural change – prolonged sitting
☒ Lone working on a regular basis	☐ Restricted postural change – prolonged standing
☒ Night work	☐ Regular/ repetitive bending / squatting / kneeling / crouching
☒ Rotating shift work	☒ Working on/ or near a road
☐ Manual cleaning/ domestic duties	☒ Regular work outdoors
☐ Undertaking repetitive tasks	☐ Continual telephone use
☐ Work with children or vulnerable adults	☐ Provision of personal care on a regular basis
☐ Working with challenging behaviours	☐ Potential exposure to blood or bodily fluids
☐ Work involving food handling	☒ Face-to-face contact with the general public
☐ Regular work with skin irritants/ allergens	☐ Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐ Work requiring respirators or masks	☐ Work requiring hearing protection (exposure to high noise levels)
☐ Work with waste, refuse	☐ Work with vibrating tools/ machinery
☐ Other (please specify):	

Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Knowledge, skills and experience	Essential /desirable	Assessment Method
Understanding of, or willingness to learn: - Emergency planning and Civil Contingencies Act duties - Environmental Health functions and regulatory frameworks	E	
Strong organisational and administrative skills	E	
Excellent IT and data management capability	E	
Strong communication skills (written and verbal)	E	
Ability to manage competing priorities	E	
Ability to work across both strategic and operational contexts	E	
Experience of working in a team delivering service outcomes	E	
Willingness to undertake training in both Emergency Management and Environmental Health	E	
Experience in emergency planning, resilience, or incident response	D	
Experience in Environmental Health or regulatory services	D	
Knowledge of JESIP principles	D	
Experience of working in multi-agency environments	D	
Experience working in resource-constrained or remote settings	D	

Behaviours/values	Essential /desirable	Assessment Method
Calm and effective under pressure	E	
Flexible and adaptable across varied responsibilities	E	
Strong partnership and interpersonal skills	E	
Customer-focused and community-minded	E	

Willingness to learn and develop across disciplines	E	
Proactive and able to use initiative	E	

Other requirements	Essential /desirable	Assessment Method
Ability to participate in emergency response rota	E	
Ability to travel across the Isles of Scilly	E	
Willingness to undertake required professional training	E	
Commitment to continuous professional development	E	