



**Resilience  
Officer**

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## Contents

Welcome from Michael Dickson, Chief Executive.....	3
Job Advert.....	4
Job Description .....	5
Person Specification .....	11
Introduction to Orkney and NHS Orkney .....	13
Recruitment Process.....	15

## Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core values and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community, it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson  
Chief Executive  
NHS Orkney



## Job Advert



### **Resilience Officer**

**The Balfour - Public Health Team**

**Band 7 £42,186 - £49,160 including Distant Islands Allowance pro rata per annum**

**Full time 37.5 hours per week**

**Permanent**

A unique opportunity has arisen for a credible and enthusiastic Resilience Officer to join the Public Health Team and provide specialist advice on emergency planning, business continuity, and emerging issues to improve resilience, communication, and coordination across NHS Orkney.

Applicants are required to have significant experience of working in a civil contingencies or Public Health remit at a senior level and be qualified to master's level in a relevant topic or have equivalent knowledge gained through short courses, theoretical study and on the job training and experience.

You will lead NHS Orkney's operational activity to develop and implement a unified emergency and business continuity planning infrastructure and capacity in partnership with staff and management, organising regular exercises to test robustness of plans and in partnership exercise other multi-agency contingency plans

You should be able to provide evidence of your comprehensive awareness of the Civil Contingencies Act 2004 and related legislation/guidance including the duties placed on local responding agencies as well as your ability to carry out risk assessments and to impart these skills and abilities to others.

Experience of project management with proven expertise in analysing problems and identifying solutions is essential.

NHS Orkney is the smallest territorial healthcare board with a vision to "Be the best remote and rural care provider in the UK" and a career with us means becoming a vital contributor in protecting the health and lives of Orkney's residents.

Orkney is an archipelago of over 70 beautiful islands, 17 of which are inhabited, lying off the northern coast of Scotland, between John O'Groats and the Shetland Isles. Orkney is a wonderful place to live and work and offers low pollution, low crime, excellent schools, good leisure facilities, unique wildlife, and amazing scenery, whilst the excellent ferry and air connections make travel to the Scottish mainland, Shetland, and even Norway quite easy. The isles been settled since the Neolithic period providing a rich archaeological history to be explored as well as many outdoor pursuits, including diving in Scapa Flow, kayaking, walking, cycling, bird watching, and many more. Orcadian culture is rich, with music and arts and crafts well represented, and the St Magnus Music Festival in June is internationally renowned.

To find out more about living and working in Orkney go to: [www.orkney.com](http://www.orkney.com) or [www.visitororkney.com](http://www.visitororkney.com). Further information on NHS Orkney can be found at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).

If you're enthused by what we have to offer, share our vision, and believe you can contribute to NHS Orkney, we would be thrilled to hear from you.

**For further information on this post please contact Louise Wilson - Director of Public Health on 01856 888034 or by email at [Louise.Wilson2@nhs.scot](mailto:Louise.Wilson2@nhs.scot)**

This post is subject to a Disclosure Scotland check.

# Job Description

1. JOB DETAILS	
JOB TITLE	Resilience Officer
SERVICE	NHS Orkney
DEPARTMENT	Public Health
GRADE	Band 7
LOCATION	The Balfour
REPORTING TO	Director of Public Health

## 2. JOB PURPOSE

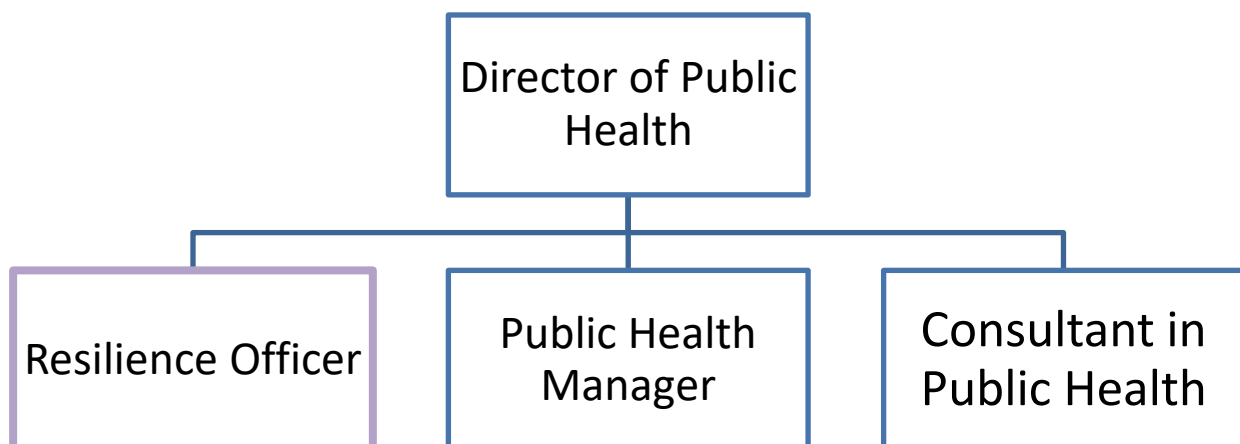
The purpose of this post is to provide specialist advice on Emergency Planning, Business Continuity, and emerging issues to improve preparedness, communication, and co-ordination across NHS Orkney and to comply with national guidance and legislation.

To advise on policy, to provide support in response to emergency incidents and to develop and deliver training and exercising to enhance knowledge, procedures, and operational capability, in consultation with internal and external partners.

In line with the above, the post holder will be responsible for ensuring NHS Orkney is capable of discharging its responsibilities for Emergency Planning as a Category 1 responder as set out in the Civil Contingencies Act 2004 and associated supporting Guidance for Scotland.

## 3. ORGANISATIONAL CHART

This post sits within the Department of Public Health and the post holder is line managed by the Director of Public Health



#### **4. DIMENSIONS**

- Manage emergency planning resources
- Maintain awareness of current legislation, guidance, and advisory reports
- Undertake appropriate training of staff via the development of a board wide programme of training and exercises
- Manage NHS Orkney's Civil Contingency group and any related working groups.
- Contribute as appropriate to other internal working groups and committees
- Liaise with Emergency Planning partners in other organisations and contribute to development and maintenance of joint/multiagency plans and committee business.
- Negotiate internally with NHS managers to raise awareness of Emergency plans and to facilitate development of and updating of Business Continuity Plans and establish both training and exercises for both as per the Business Continuity Planning Cycle
- Prepare and support delivery of training and practical exercises including the Major Incident Plan, Lockdown Plan etc. as set out by the Civil Contingencies Act 2004
- Recommend, advise, and support development and implementation of new procedures and plans in respect to emerging issues (e.g. CBRN(E) decontamination, cyber resilience, pandemic/Covid-19 planning)

#### **5. SCOPE AND RANGE**

The post holder will be expected to provide specialist advice and contribute actively and effectively to the civil contingencies, emergency planning and business continuity functions of NHS Orkney. The post holder will develop and facilitate collaboration across all relevant organisations, assist with policy implementation, co-ordinate delegated workstreams and support the performance management of the civil contingencies function.

The post holder will also be the point of contact for emergency planning within the Board and as part of this will be expected to co-ordinate and disseminate critical, complex and sensitive information to a range of staff across the Board ensuring the Director of Public Health is apprised of important issues and events as they happen.

#### **6. MAIN DUTIES/RESPONSIBILITIES**

##### **Civil Contingencies and Emergency Planning**

- Lead NHS Orkneys operational activity to develop and implement a unified emergency and business continuity planning infrastructure and capacity in partnership with staff and management, organising regular exercises to test robustness of plans and in partnership exercise other multi-agency contingency plans
- Represent NHS Orkney at meetings and groups nationally and locally and establish and maintain links to external organisations and agencies to foster partnership working and to address emergency planning/business continuity matters

- Provide routine systematic assurance to NHS Orkney Board committees via the Director of Public Health and Chief Executive as to the effectiveness of NHS Orkneys emergency and business continuity planning arrangements at strategic, tactical and operational levels through review of the risk control plan and regular and direct contact with Directors, Senior Managers and stakeholder staff
- Prepare and support the delivery of a training and development programme covering emergency and business continuity planning to ensure that all staff have adequate competencies to carry out their role
- During major emergencies/incidents provide support and assistance at strategic tactical and operational level
- Develop and deliver packages of training and exercises to health service staff in respect of business continuity and how to deal with major incidents and emergencies
- Provide detailed debriefing on completion of exercises/training or on request following incident management team meetings for disruptive events and be responsible for taking appropriate action to rectify gaps in plans highlighted during the exercise/training process or debriefing process

### **Public Health and Civil Contingencies**

#### **Promoting and Protecting the Population's Health and Well-being**

- Lead on the formulation of operational plans to support civil contingencies practice
- Contribute to the planning, development, and implementation of evidence-based health practice in conjunction with partners
- Prepare reports, reviews, and presentations on the achievements/outcomes of civil contingencies projects
- Contribute to protecting the health of the population

#### **Developing Quality and Risk Management within an Evaluative Culture**

- Contribute to the development of risk management, health care governance related to resilience complying with Civil Contingency Act 2004, associated legislation, and guidance
- Provide specialist advice and support for the implementation of civil contingency programmes
- Support the development and implementation of systems for monitoring and audit
- Develop and maintain an overview of developments in knowledge and practice in civil contingencies and identify opportunities to integrate these into practice
- Disseminate governance information and develop and contribute to the departmental risk register, risk management forum and corporate risk register

#### **Policy and Strategy Development and Implementation to Improve Health and Well-being**

- Lead on the development and assessment of policy and strategy in health and wellbeing as it relates to civil contingency, emergency planning and business continuity work

### **Strategic Leadership for Health**

- The post holder will be required to apply a range of skills that are required to work autonomously, with people, individuals, and groups, within communities as well as those at strategic level e.g. change management skills
- As required develop and lead specific civil contingency, emergency planning, resilience and business continuity policy and activity
- Develop and maintain an overview of developments in knowledge and practice in civil contingency, emergency planning, resilience and business continuity and identify opportunities to integrate these into practice

### **Research and Development to Improve health and Well-being**

- Contribute to service improvement within NHS Orkney
- Initiate and participate in audits as and when required.
- Provide support for the monitoring and evaluation of policy and programmes
- Provide a specialist knowledge base on civil contingency, emergency planning, resilience, and business continuity issues to inform research and implementation of effective practice

### **Manage Self, People and Resources to Improve Health and Well-being**

- Continue to develop personal knowledge and practice and actively contribute to the development of other staff
- Meet registration and CPD requirements of relevant professional bodies and remain in good standing with these organisations
- Undertake appropriate training and development opportunities based on personal development and service plans
- Prioritise and work autonomously on multiple concurrent workstreams
- The postholder will adhere to all NHS Orkney Policies, Procedures and Guidelines including Health & Safety, Data Protection, Information Governance, Freedom of Information, Equality and Diversity Policies etc.

## **7. COMMUNICATIONS AND RELATIONSHIPS**

The post holder is required to establish and maintain effective communications and build and sustain good working relationships with a wide range of personnel and agencies to fulfil the duties of this post.

- The post holder must be sensitive to the welfare, feelings and perceptions of public, patients and staff and will on occasion be involved in reactive, difficult and sensitive issues, mainly in relation to concerns or events involving public/staff safety and staff health.
- Work with the NHS Orkney Communications Team
- Disseminating information and raising the profile of emergency and resilience planning

- The post holder is expected to devise and deliver formal training in the form of workshops, seminars, presentations, tabletop, and real play exercises to NHS Orkney staff at all levels in the organisation.
- Contribute to a range of meetings and working groups, including those at which members of the public or community members are present.

The post holder will be required to work and develop relationships with a wide range of teams including:

- Management and clinical teams for Primary Care, Acute Services, Secondary Care, Health and Social Care and support services
- Independent contractors such as opticians and pharmacists
- Partner organisations such as Category 1 & 2 Responders and the third sector
- Civil contingencies specialists in other health boards
- Local, regional, and national public health and civil contingencies infrastructure

This is an indicative list and working partners will vary according to circumstances.

## **8. SYSTEMS AND EQUIPMENT**

- PC & routine MS Office applications
- Standard office equipment (photocopier, telephone)
- Internet search engines & web-based e-mail & diary facilities
- Presentation aids & associated equipment used to design & present information
- Personal protective equipment
- Video conferencing facilities within and out with NHS Orkney.

## **9. PHYSICAL AND MENTAL DEMANDS OF THE JOB**

The post holder is required to travel both on the Orkney mainland and to other islands in the county by car or public transport. The post holder also may be required to travel to the Scottish mainland for regional and national meetings or training as well as make best use of video conferencing such as Microsoft Teams.

The post holder must have the ability to concentrate on documents and deal with VDU and keyboard-based work.

The post holder may be required to support the NHS Orkney strategic and tactical teams during a major incident with the ability to work under pressure in a crisis.

Whilst the post holder has discretion to plan workload, this will often be subject to interruption or change at short notice to match the demands of the organisation and

front line services. Ability to prioritise and prevent backlogs is therefore critical.

## **10. DECISIONS AND JUDGEMENTS**

This post is line managed by the Director of Public Health

The post holder is expected to make judgments based on the analysis, interpretation, and comparison of a wide range of facts

The post holder works with several agencies with differing cultures, expectations and policies and is responsible for the prioritisation and management of a portfolio of work

Expected to work on a regular basis to tight deadlines

Expected to identify and address gaps in civil contingencies planning within services in accordance with national and local policy

Produce plans, exercise, and validate these to reassure the Board that NHS Orkney can meet statutory obligations under Civil Contingencies Act 2004

Identify training needs for individuals at all levels in the organisation and partners, plan to meet these and evaluate and report on outcomes

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Supporting managers at all levels to prioritise emergency planning work as required by the Civil Contingencies Act 2004 against current pressing demands

Balancing competing demands within a highly complex organisation

Striking a balance between ensuring things are done by others and doing them yourself

Maintaining effective inter-agency links

Prioritising deadlines

Tight deadlines.

Motivating and inspiring staff at all levels

Support the recovery and remobilisation of services through the pandemic

<b>Job Description Agreement</b>	
Job Holder's Signature	Date:
Head of Department Signature	Date:

## Person Specification

**Job Title:** Resilience Officer

**Department:** Public Health

**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS</b> <b>TRAINING</b> <b>RESEARCH</b> <b>PUBLICATIONS</b></p>	<p>Degree in relevant subject</p> <p>Achievement of or working towards Diploma/ Certificate in Health Emergency Planning or equivalent level of knowledge gained through short courses, theoretical study and on the job training and experience</p> <p>Masters level qualification in a related topic or equivalent level of knowledge gained through short courses, theoretical study and on the job training and experience</p>	
<p><b>EXPERIENCE</b></p>	<p>Have experience of multi-agency/ partnership working, either in the NHS or in a public sector environment</p> <p>Significant experience of working in a civil contingencies or public health remit in a Health, Local Authority or Public Sector environment at senior level</p> <p>Training and experience in emergency planning, business continuity management or other relevant risk management discipline; ideally within the NHS or other Category 1 agency.</p> <p>Have project management experience, with demonstrable expertise in analysing problems and identifying solutions.</p> <p>Be able to carry out risk assessments and to impart these skills and abilities to others.</p> <p>Have experience of planning and organising exercises.</p> <p>Ability to demonstrate commitment to continual professional development and assessment</p>	<p>Have experience of post incident structured de-briefing</p>

<p><b>KNOWLEDGE AND SKILLS</b></p>	<p>Have excellent, highly developed, all round communication and report writing skills – including motivation, negotiation, and persuasion skills to overcome barriers to understanding and enabling all stakeholders to participate and “sign up” to projects, plans and processes.</p> <p>Have an ability to operate under pressure.</p> <p>Proven leadership skills including interpersonal, networking, influencing and negotiation skills.</p> <p>Chair and effectively administering corporate-level or specialist-level committees, groups, and networks.</p> <p>Demonstrate a comprehensive awareness of the Civil Contingencies Act 2004 and related legislation and Guidance and of the duties placed on local responding agencies.</p> <p>Have advanced computer literacy.</p> <p>Needs assessment, monitoring and evaluation skills.</p> <p>Audit/ research skills and the ability to apply and implement evidence-based practice</p> <p>Skills in collecting, collating, analysing and presenting health information in accessible and appropriate formats</p>	
<p><b>DISPOSITION</b></p>	<p>Be able and willing to travel to different work locations across the NHS Orkney area.</p> <p>Be an enthusiastic ambassador for the organisation, its stakeholders and partners with a personal and professional demeanour, credibility, and presence.</p> <p>Have drive, tenacity, and ability to focus on key issues and sound judgment under complex conditions.</p> <p>Demonstrate tact and diplomacy and sound negotiating skills in all interpersonal relationships with the public and work colleagues.</p> <p>Demonstrate commitment to continual professional development and assessment.</p>	

## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>