

Communication Hub Information & Resource Pack

Cross-sector Safety and Security Communications (CSSC) Project

Project Background and Purpose

CSSC was developed following discussions between the Metropolitan Police Service and London First, recognising the importance of London as a world city and the need to develop a more cohesive business engagement mode.

The aim of the project is to improve the quality, scope, and timeliness of information sharing with (and between) Public Sector Authorities, primarily the Police and the business community in order to improve overall public safety and security.

The CSSC project seeks to ensure that ALL London businesses are safety and security aware before, during, and after the Games, by improving communication between the public and private sector on security and resilience matters, creating a legacy of improved communication and awareness.

Introduction to the Communications 'Hub'

The Hub forms part of the **Communications Framework** (Appendix 1) that facilitates communication with and between the Police Service, London Resilience Team, agreed authorities and identified business sectors via Industry Sector Leads (ISLs). It supports issues relating to the safety and security of businesses, their premises, workforce, and customers.

The communication will be provided through a structured approach and will consist of routine, emergency and change in status information to assist businesses in making decisions regarding safety and security issues.

An integral element to the success of this approach will be feedback from business, to ensure that the information they are receiving is relevant and assisting them to make the required decisions.

The Hub represents a key partnership between the public and private sector, bringing the needs of private business to the attention of the public sector. The collaborative approach will allow London to work together during the Olympic Games, and provide a legacy for the future.

Hub Design

The design of the Hub falls in to two categories:

- **Virtual Hub** – mode before and after an event (e.g. the Olympic Games) and is resourced by Volunteers who are on standby/call.
- **Physical Hub** – mode during an event and is resourced by Volunteers situated in a pre-agreed location where they will follow the lead of the Metropolitan Police and facilitate communications to the ISLs.

The Olympic Games

During the Olympic Games the Hub will operate in three phases:

- **Preparation – Virtual Hub** will assist the Police to develop safety and security advice for business, to support them in their preparation and planning for the Games.

By working together, both public and private sectors gain a better understanding of the potential security impact during the Games and will develop appropriate preparatory guidance to lessen the impact.

The Hub is in **Virtual mode** from **now** to **17th May 2012**.

- **Games time – Physical Hub** will consist of 7 Volunteers active at any one time:
 - 6 Volunteers will be located at Windsor House in London within the Transport for London (TFL) building, situated opposite New Scotland Yard and near to the US Overseas Security Advisory Council (OSAC)
 - 1 Volunteer will be located with London Resilience within the London Operations Centre (LOC)

Both locations are vitally important as they sit within the heart of the communications network for the Olympic Games.

The Hub will facilitate communications from Police BRONZE Community, the National Olympic Co-ordination Centre (NOCC) and the London Resilience Team ensuring feedback is collated and fed back from business to be reviewed by the Command Team, to ensure the relevant and required information is being provided.

Olympic 'live' period will be from the beginning of the Torch relay on **18th May 2012** to the end of the Paralympics games on **9th September 2012**.

NOTE: The plan is for training of the Volunteers to take place from 18th May 2012 within the Hub to then begin working as a Business Advisor from 27th July through to 9th September 2012.

- **Legacy – Virtual Hub** will continue a communications network to maintain contact and advice in consideration of ongoing threats and risks and will revert to Physical Hub mode when and if circumstances demand. It will continue to exist in an appropriate form, which will be determined by the Metropolitan Police after the Games as part of business as usual.

Resourcing the 'Physical' Hub for Games time

For Games time the objective of CSSC is to recruit the Volunteers to manage the Hub from the **industry business sector** through the ISLs. The benefits and value of the Volunteers being from business are:

- Provides a real **collaborative approach**; public and private sector **working together** for London, its community and visitors
- For the **business** providing a Volunteer; a **physical presence** in the Hub, providing a great opportunity for an individual in their business to gain exposure to this way of working which the business in turn could learn and benefit from
- **Volunteers** themselves; an opportunity to **develop their knowledge** and **exposure** to other industries and their needs including the public sector and to **work as a team** with individuals from other industries and experiences
- Provides the **Hub** with a **diversity** of individuals with different industry and business knowledge and experience to optimise its impact
- Truly begins to embed **cross sector fertilisation** to continue working collaboratively in legacy

- **Hub Volunteers**

Person Specification (Appendix 2)

Although Volunteers will be provided with an on boarding induction and specific education & awareness in order for them to perform effectively in the Hub, each Volunteer must have a certain level of knowledge, skills and experience in order to be considered. These are detailed in Appendix 2. Also, due to the activities of the Hub and the duration of the Games, each Volunteer must be available to work shifts and weekends.

A working week will consist of 35 hours and the shift schedule will cover the Hub hours from 7 am to 11 pm daily. However this may be extended if incidents arise and need to be managed; this may include working during the night.

In essence the Volunteer will be on secondment to the Hub from the business that they are employed with for the duration of the Games and the business will pay their salary and any expenses including overtime if required and applicable to their policy.

The on boarding induction and education & awareness will take place prior to the Games and it is expected that this will be no more than 5 days per Volunteer and will be staggered over the months and weeks leading to the Games.

Due to the nature of the **Role and Responsibilities** (Appendix 3), those Volunteers that are confirmed to join the Hub will need to be security vetted to SC (Security Clearance) level. The cost of the vetting is £50 which will require financial support by the sponsoring business and will be facilitated by the Bank of England.

Volunteers will also be required to sign a confidentiality agreement relating to information and discussions they may have access to whilst working in the Hub or LOC.

Nominating an individual

If there are individuals within your business that you would like to nominate as a Volunteer please provide them with this Resource Pack to read and digest. We are also requesting that the business sponsoring a Volunteer provides a letter to confirm that they support the individual and will release them for the role on secondment, i.e. pay their salary including any overtime, if relevant, and expenses as per their business policy.

Frequently Asked Questions (FAQs) have been included (Appendix 5).

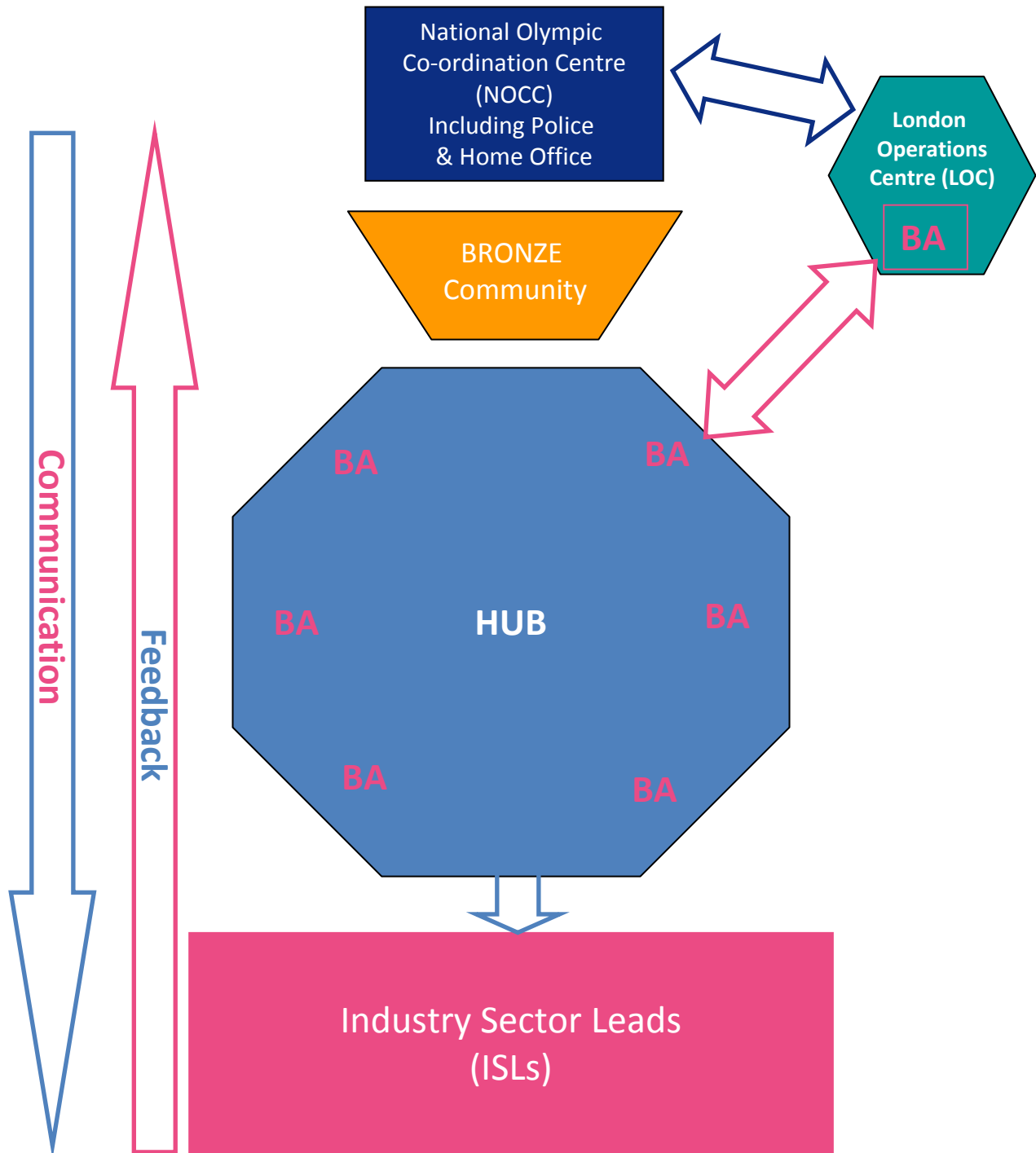
If they would then like to be considered, they need to complete the **Hub Volunteer Nomination Form** (Appendix 4) and email this to: emma-louise.fern@barclays.com

Where individuals are believed to meet the requirements of the Person Specification they will be invited to an informal meeting with representatives from CSSC. Following this, all nominees considered to fit with the Hub requirements will be invited to join the Hub Volunteer team.

Timelines

• Nomination Forms (Appendix 4) completed and return to: emma-louise.fern@barclays.com by	31 st January 2012
• Review of Nomination forms and invites sent for informal meetings to nominees	by 10 th February 2012 22 nd
• Informal meetings	15 th to 21 st February 2012
• Confirmation to nominees	2 nd March 2012
• Vetting, On boarding and E&A begins	9 th March 2012

Appendix 1 – Communications Framework



BA: Business Advisor (Volunteer)

Appendix 2 – Person Specification: Hub Volunteer (Business Advisor)

KNOWLEDGE

Essential

- Incident Response Framework and Management including but not limited to; incident planning, preparedness, scenarios, reporting
- Security Planning and Management

Desirable

- Social media sites e.g. twitter, face book
- Olympic Safety & Security Strategic Risk Assessment (OSSRA) and Risk Mitigation Process
- Metropolitan Police command structure
- National Olympic Co-ordination Centre (NOCC)
- US Overseas Security Advisory Council (OSAC)
- Public Sector
- Awareness of the Civil Contingencies Act (2004)
- Private Sector – various industries

NOTE: Knowledge of these elements will be provided as part of on boarding education & awareness

WORK SKILLS

Essential

- Excellent communication skills; able to write clearly and concisely to get key messages and actions across to suit a variety of audiences
- Ability to process and interpret complex and volume information
- Strong prioritisation skills and ability to manage own workload
- Microsoft Outlook, Word and Excel
- Internet
- Great attention to detail

Desirable

- Able to negotiate
- Able to undertake analysis of media sources e.g. the internet, twitter

GENERAL SKILLS/ATTRIBUTES

Essential

- Integrity
- Take instruction from supervisor leads in pressurised environment
- Work well under pressure and to time constraints
- Ability to work flexibly
- Team player
- Self-motivated
- Collaborative approach
- Ability to make decisions and use own initiative
- Prepared to learn new skills

Desirable

- Creative, comes up with ideas

EXPERIENCE

Essential

- Working in a security or business continuity/crisis management role within the private or public sector
- Managing medium to large scale incidents to protect the safety and security of staff and/or customers
- Writing communications to business regarding incidents and impacts to their staff, customers and business

Desirable

- Working with a range of industries within the private sector

REQUIREMENTS DUE TO WORKING ENVIRONMENT

Essential

- Shift working – 7 am to 11 pm, 7 days a week
- Ability to be on call 24/7 in times of crisis may be required
- Available to undertake training from 18th May to 26th July 2012 – maximum 5 days
- Available during 27th July to 9th September 2012 to work scheduled shifts
- Prepared to sign a confidentiality agreement covering information and discussions within the Hub and LOC

Desirable

- SC (Security Clearance) level security vetted

Appendix 3 – Role & Responsibilities: Business Engagement Hub Business Advisor

<p>Overall Role Purpose</p>	<p>To facilitate outgoing and incoming communications with and between the Police Service, London Resilience Team, agreed authorities and identified business sectors via Industry Sector Leads (ISLs) to support issues relating to the safety and security of businesses, their premises, workforce and customers.</p> <p>The communication will assist businesses to make decisions to support in the safety and security of their staff, the general public, and business.</p>
<p>Key Responsibilities</p>	<p>This is an integral role as it represents and provides the communication link between the public and private sector during significant events (e.g. the Olympic Games) that affect London’s business, people, and visitors.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Build and maintain effective working relationships with key communication links e.g. Metropolitan Police representatives, Industry Sector Leads (ISLs), businesses and other public and private sector partners • Assimilate information provided and write effective communications for business as to the key messages, potential and known impacts and considerations for their industry using the Hub communications process • Collate and assimilate feedback regarding communications to the business sector and provide summary improvements for consideration to ensure they continue to provide benefit and value using the Hub communications process • Collate and assimilate local information (intelligence) from business and provide relevant and appropriate detail for the relevant communication link using the Hub communications process • Keep the Hub Supervisor Lead up to date on all key information • Refer to the Hub Supervisor Lead for guidance to ensure decisions etc are in line with other communication links • Prioritise and manage workload and ensure workstation is ready for handover to next shift Hub Business Advisor • Follow all Hub processes and procedures • Work as part of a Team within the Hub and virtually with key partners within the communication links <p>Other requirements for the Games:</p> <ul style="list-style-type: none"> • Due to the role and responsibilities of the Hub, shift work patterns will be assigned to Hub Business Advisors. Therefore there is a requirement to work shifts between 7 am and 11 pm (the possible Hub operating hours). This will include weekends. Average working week will be no more than 35 hours. • However, flexibility is key to the continued working of the Hub; if an incident (emergency/crisis situation) does occur then additional working hours may be required which may include night working. <ul style="list-style-type: none"> ◦ If overtime is required then this must be agreed with the Sponsor by the Business Advisor.

Appendix 4 – Frequently Asked Questions (FAQs)

Q. What skills, knowledge and experience do Volunteers need to have to apply for the Business Advisor role?

A. Although Volunteers will be provided with an on boarding induction and specific education & awareness in order for them to perform effectively in the Hub, each Volunteer must have a certain level of knowledge, skills and experience in order to be considered. These are detailed in **Appendix 2**.

Q. What will the Business Advisor role entail?

A. To facilitate outgoing and incoming communications with and between the Police Service, London Resilience Team, agreed authorities and identified business sectors via Industry Sector Leads (ISLs) to support issues relating to the safety and security of businesses, their premises, workforce and customers. The role responsibilities are detailed in **Appendix 3**.

Q. Where will the Business Advisors be located?

A. Six Business Advisors will work from Windsor House which is located on Victoria Street near St James's tube to work in the Physical Hub and one Business Advisor will work within the LOC (London Operations Centre).

Q. When will Volunteers be required to start?

A. The Hub will change to Physical mode on 18th May 2011 when the Torch relay begins, through to 9th September 2012 which is the end of the Paralympics. However, we are looking for Volunteers to begin working in the Hub from 27th July with on boarding and education & awareness taking place between 18th May and 26th July to ensure the Hub is fully operational and effective.

Q. What are the required working hours?

A. The plan at the moment is for the Physical Hub to be operational from 7 am to 11 pm, 7 days a week and we are therefore looking for Volunteers to confirm that they would be willing to work shift patterns to cover this period. The working week would be no more than 35 hours. We are however also asking Volunteers to confirm their flexibility, as if there is an emergency/crisis situation there may be a requirement for additional working hours which may include the need for night working.

Q. Will Business Advisors continue being paid and will my expenses be refunded?

A. In essence the Volunteers will be on secondment to the Hub from their business for the agreed duration and the business will continue to pay their salaries. Any expenses including the vetting costs of £50 will be borne by the Volunteers business in line with their business policy. We are also requesting that the business sponsoring a Volunteer provides a letter to confirm that they support the individual and will release them for the role on secondment, i.e. pay their salary including any overtime, if relevant, and expenses as per their business policy and the vetting costs.

Appendix 5 – Nomination Form: Business Engagement Hub Business Advisor

- Please complete all information requested in order for your nomination to be considered.
- Please also ensure that you provide a letter from your business sponsor to confirm that they support your nomination and will release you for the role on secondment, i.e. pay your salary, expenses as per the business policy including overtime, if relevant, and vetting costs.

Surname	
First names	
Address	
Current business and industry	
Current role	
Name and contact details of Sponsor for nomination (Sector Industry Lead)	
Please detail how you meet the requirements of the Personal Specification (see Appendix 2) in no more than 300 words	

<p>Are you currently vetted to Security Clearance (SC) level?</p> <p>If 'YES' what is the expiry date?</p>	<p>YES / NO</p>
<p>Please advise if you are willing to work shifts (that may be between 7 am to 11 pm to cover 35 hours a week including weekends)</p> <p>Please note: if the answer is 'no' then your nomination is less likely to be considered</p>	<p>YES / NO</p>
<p>Please confirm any days leave that you have booked or days that you will not be available from 15th February 2012 through to 9th September 2012</p>	
<p>Please advise if there is anything else that we need to know to support your nomination</p>	