

Primary Duties:

234019

- Provide after-hours situational awareness and monitoring alerts
- Provide 24/7 point of contact in the event of an incident or disruption
- Evaluates escalated events and confirms if an event may need activation of the CMT via a decision making process involving the Crisis Manager and CEO.
- Organisation's point of escalation and disruption coordination when an event is escalated.
- Point of contact and liaison with EMBOP Duty Manager and WEOC. Keeps these entities up to date as an incident or crisis develops.
- Liaises with and keeps the Crisis Manager up to date.
- Point of contact for business units during a crisis - establish and monitor a situation reporting process from business units.
- Provide accurate and timely information to the CMT
- Ensures CMT meetings convened as required, including venue, equipment.
- Establish and monitor a Crisis Action Plan.
- Ensure the CM Plan is followed.
- Ensure individuals in CM roles are briefed and clearly understand responsibilities.
- Convene and lead debrief of the Crisis, after the event.

Action	Notes	<input checked="" type="checkbox"/>
Respond to initial incident notification from	Source: <input type="checkbox"/> Business Unit: <input type="checkbox"/> Contact Centre: <input type="checkbox"/> Traffic Management Team: <input type="checkbox"/> EMBOP: <input type="checkbox"/> WEOC: <input type="checkbox"/> Other: _____ <input type="checkbox"/>	<input type="checkbox"/>
Collect information on the incident including: <ul style="list-style-type: none"> ▪ Nature of the incident. ▪ Employees and / or customers that have been injured or are in danger. ▪ Extent of disruption to critical services (especially life supporting). ▪ Damage to buildings, facilities and / or equipment. ▪ Loss of IT systems / infrastructure. ▪ Degradation to power and / or water supplies. ▪ Other internal / external threats to Council business. 		<input type="checkbox"/>
Undertake an initial incident assessment to determine whether to convene the Crisis Assessment Team. i.e. do you initiate a convene and assess meeting, monitor incident and wait, or is this a business-as-usual event? If you decide to convene Crisis Assessment team - Contact CEO, Crisis Manager and Communications Manager. If you decide to monitor incident, then while monitoring the incident ensure business unit and communications team are undertaking messaging for the incident. i.e social media, website, contact centre updates	Incident Assessment Tool Crisis Management Contact list	<input type="checkbox"/>
If a decision is made to activate the CMT, refer to Crisis Management plan for further checklists	Crisis Management Plan	<input type="checkbox"/>

Incident Assessment Tool

Statement of potential impact	Impact Rating				Impact Time Estimate				Incident Rating
	No	Possible	Definite	<i>Multiply</i>	N/A 0-2 hours	2-8 hours	8-24 hours	24+ hours	
Threat to the safety and wellbeing of Tauranga City Council employees	0	4	8	X	4	4	4	4	
Impact on operational infrastructure including ICT and Communications	0	4	8	X	1	2	3	4	
Loss of all or any part of Tauranga City Council buildings	0	2	4	X	1	2	3	4	
Threat to the Tauranga City Council Reputation, Financial and Legal Risk	0	2	4	X	1	2	3	4	
Will the disruption cause a significant loss of service delivery to the community	0	1	2	X	1	2	3	4	
									Score =
Incident Rating	Description	Response							
Score of 0 – 20	Watch & Wait	Refer back to routine divisional management for resolution.							
Score of 21 – 30	Stay Alert	Confirm that appropriate controls are in place to prevent escalation. Monitor until resolved.							
Score of 30 +	Crisis	Convene Assessment Team							

Key Contacts

Role	Name	Work Phone	Mobile Phone
CEO			
Crisis Manager			
Communications Manager			
<insert>			

