

Job title:	Group Business Continuity Manager
Directorate:	Safety & Resilience
Date written:	June 2020
Notice period:	Two months
Job grade:	17
Job code:	2012

Purpose of job

Develop and deliver the Group's Business Continuity Plan (BCP).

Test the group's resilience to any foreseeable challenges it may face, provide strategic, tactical and operational direction and leadership for establishing and developing any emergency preparedness, coping strategies needed to ensure a robust continuity of service to our customers at all times.

Key duties and responsibilities

- Support a comprehensive business continuity management programme for the Group to mitigate serious incidents affecting the welfare of staff, customers, and / or critical business operations.
- Collaborate with key stakeholders to understand strategic and tactical business and service requirements and document the activity business impact analysis for the purpose of developing appropriate business continuity plans.
- Conduct Business Impact Analysis associated with natural, man-made and technological disasters and develop preventive measures to support long-term resilience.
- Establish a range of Directorate business continuity plans that align with, emergency response plans, site / team / departmental contingency plans and the existing generic Business Continuity Management Plan.
- Co-ordinate the review, maintenance and periodic testing of business continuity, emergency response, and contingency plans, working with the Directorates to ensure these plans remain valid and fit for purpose.
- Work with functional stakeholders to manage incidents that affect or may affect business operations.

- Promote awareness of the business continuity procedure, standards, plans, processes and arrangements within the organisation.
- Facilitate event Post Incident Reviews (PIRs) and Corrective Actions Plans.
- Use incident and exercise lessons learnt to regularly review performance and identify enhancements for the purpose of continual improvement.
- Keep abreast of changes in government policy, good practice, social housing and affordable home ownership.
- Develop and maintain effective relationships with enforcement bodies, insurers, legal advisers and other external agencies and stakeholders.

Knowledge, skills and experience required

- An excellent communicator with the ability to demonstrate a track record of building lasting trusted relationships with both internal and external stakeholders.
- Influencing and negotiation skills that promote understanding, commitment and action.
- Demonstrable experience of managing, reviewing, assessing and advising on operational performance in large complex organisation.
- Ability to create concise and decision supported analysis.
- Ability to write concise and informative reports, plans, guidance, etc and present the data in an appropriate format to suit the audience.
- Business Continuity Qualification (e.g. CBCI - Certificate of the Business Continuity Institute) or desire to work towards.
- Training qualification (desirable) e.g. FAETC.
- MSc Business Continuity Security and Emergency Management (desirable).
- Computer literate with experience of Microsoft products (Excel, Microsoft Teams etc).
- Demonstrable experience of managing a team of professional staff.
- The role will involve work related driving and travelling to sites in our geographic area.
- Demonstrates our Values and Behaviours.