

## Job description

<b>JOB TITLE:</b>	<b>Business Continuity Specialist</b>
<b>GRADE:</b>	<b>6A</b>
<b>REPORTING TO:</b>	<b>Risk and Assurance Manager</b>
<b>RESONSIBLE FOR:</b>	<b>This role does not have any direct reports</b>

### Role summary

- You will have operational responsibility for the development and maintenance of robust, effective and resilient Business Continuity and Emergency Planning arrangements across the organisation. You will work with the Senior Leadership Team (SLT) and in partnership with the Local Resilience Forum (LRF), partners, registered providers and suppliers to continue to develop appropriate risk response plans and mutual aid arrangements.
- You will be a positive and collaborative team member who delivers outstanding performance, demonstrates great teamworking and ensures a high-performance culture.

### Main duties and responsibilities

The points below are a summary of your main duties and responsibilities.

- Work jointly with the Risk and Assurance Manager in the continued development, implementation, maintenance and review of the Business Continuity / Emergency Planning frameworks, plans and processes, ensuring a robust and resilient approach is in place for the recovery of critical business services and functions.
- Deputise for the Risk and Assurance Manager in the event of a business continuity incident, managing any responsibilities the Manager has in business continuity plans in such a scenario.
- Coordination and management of the organisation's annual Business Impact Analysis (BIA) review and risk assessment of critical functions with the SLT. Delivering departmental BIA workshops to reassess the adequacy and resilience of Business Continuity/Emergency Planning arrangements.
- Oversight of the implementation of Business Continuity Plan (BCP) revisions and agreed action strategies, predominately from the BIA review.

- Work jointly with the Risk and Assurance Manager and SLT to ensure appropriate critical function plans, incident response plans and post incident de-brief protocols to maximise business operations and service area resilience.
- Work proactively to ensure records of business continuity risk events are recorded, an incident debrief survey is commissioned and management actions to restore business services are agreed and implemented. Working jointly with the Risk and Assurance Specialist to ensure the process contributes to the regular refresh of our Risk Management Framework.
- Develop and deliver an annual training and BCP exercising programme in conjunction with the Risk and Assurance Manager to EMT, SLT, Managers and key staff.
- Lead on the continued development of joint working arrangements with the LRF, partner organisations (including the Environment Agency, Northumbrian Water, National Grid and NHS), neighbouring housing providers and our contractors / suppliers to develop regional risk response plans and mutual aid arrangements ensuring third parties have robust business continuity arrangements in place.
- Champion the organisation's business continuity management activities, acting as a source of guidance and support to EMT and SLT, communicating business continuity management initiatives and issues throughout the business.
- Coordinate meetings of the Business Continuity Management Group (BCMG), chairing the BCMG as required in accordance with the agreed Terms of Reference and ensuring key issues, best practice and lessons learnt from business interruptions/emergency incidents are discussed at BCMG and implemented by appropriate lead officers.
- Prepare Board, Audit Committee and EMT reports in conjunction with the Risk and Assurance Manager in relation to our business continuity activities and business interruptions / incidents.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy
- Complying with business confidentiality and information security policies, in line with GDPR and relevant legislation
- Live believe housing's values and behaviours, doing the right thing for our customers, our business, and our people
- To deliver financially viable and economically effective services, seeking to gain maximum benefit from the use of resources and increasing social value



No role profile can be entirely comprehensive, the post holder will be required to undertake additional duties from time to time, in line with the above responsibilities, as required by the Risk and Assurance Manager.

## Person specification

### Experience, skills and qualifications

- Educated to degree level or equivalent or an appropriate business continuity qualification.
- Detailed working experience of Business Continuity/Emergency Planning.
- Sound knowledge and understanding of the organisational benefits of a resilient Business Continuity Management Framework.
- Strong knowledge and understanding of the value of a robust Risk Management Framework.
- Experience of working within or advising those operating within a regulated sector.
- Strong experience of building successful working relationships and working collaboratively across teams.
- Experience of creating a solution focussed environment.
- Critical thinking skills with the ability to constructively challenge.
- Proven ability to effectively analyse and process numerical data.
- Experience of providing information to a variety of audiences.
- Able to prioritise workload to achieve targets and deadlines consistently and with confidence.
- Good interpersonal skills of listening, relationship management and emotional intelligence.
- Able to communicate well with customers, colleagues, and external stakeholders, (verbally and in written form).
- An organised, calm, and methodical approach to work, with a positive attitude and desire to succeed.
- Ability to work independently using own initiative and as part of a team.
- Strong communication skills both written and verbal.