POSITION DESCRIPTION

Position Title: Business Resilience Manager
Organisation Unit: Governance and Risk Division
Type of Employment: Continuing, Full-time
Classification: HEW Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11 billion+ (see http://uniquest.com.au/our-track-record).
UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Governance and Risk Division provides leadership, strategic direction and management to enable effective and efficient governance and risk management towards delivering the University’s planned outputs and outcomes.

The Division is responsible for the development and management of the University’s enterprise-wide governance, risk management, compliance and procurement frameworks facilitating their adoption, and providing assurance on their effectiveness.

The Division comprises the following specific functions and teams:

- Enterprise Governance
- Enterprise Risk Services
- Enterprise Insurance Services
- Enterprise Compliance Services
- Enterprise Procurement Services
- Travel Management Services
- Internal Audit

Enterprise Risk Services promotes a risk aware culture at UQ to achieve UQ’s strategic objectives. Enterprise Risk Services provides best practice risk leadership and consistency in approach via the Enterprise Risk Management Framework which includes the Senate’s risk appetite statement complemented by training, practical advice, tools and risk workshop facilitation.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is providing business resilience expertise and leadership via the development and implementation of risk management strategies to strengthen the University’s resilience when faced with adverse internal or external events to ensure the long-term sustainability and success of the University.

Specifically, this role is responsible for the leadership, development and implementation of best practice crisis management, business continuity management and critical incident management from a governance, training and central coordination perspective.

The role will be required to work closely with other functions across the University to ensure seamless alignment, a clear understanding of accountabilities and consistency in approach.
Duties

Duties and responsibilities include, but are not limited to:

- Provide expert advice and assistance in relation to the management and coordination of critical incident response planning, disaster recovery planning and business continuity planning.
- Development and implementation of best practice crisis management governance, processes and tools including training and exercise coordination in collaboration with relevant functions.
- Development and implementation of a business continuity governance framework, training and risk assessments including the development of business continuity plans for high risk facilities and functions as well as faculties, schools, institutes and controlled entities.
- Development of an incident management framework and detailed incident management plans for high risk realistically ‘foreseeable’ events in collaboration with relevant functions.
- Enhancing management’s business resilience awareness, knowledge and capabilities by providing expert advice and support in the event of a crisis or critical incident, including post-event evaluation.
- Assisting faculties, institutes and functions with business impact analysis, identifying time critical functions, determining acceptable recovery timeframes to develop practical business continuity plans and incident management plans.
- Compile and provide relevant, reliable and insightful reports to management highlighting important aspects of the University’s business resilience risk profile.
- Assisting the Manager Insurance with maximum foreseeable loss scenario analysis and valuation.
- Assisting the Associate Director Enterprise Risk with other risk management related assignments.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Associate Director Enterprise Risk.
SELECTION CRITERIA

**Essential**

- Postgraduate qualifications in a relevant discipline and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Significant relevant experience in a business resilience leadership position or equivalent risk management role in a large and complex organisational environment.
- Comprehensive knowledge and a solid understanding of best practice business resilience frameworks, processes and management.
- Practical experience in crisis management, incident management and business continuity management, including the provision of management guidance and expert advice.
- Ability to face stressful events in a considered and respectful way with superior ability to identify and prioritise tasks under demanding circumstances via maintaining perspective, having a structured approach and staying in control of the situation.
- Superior interpersonal skills with the ability to build and maintain productive relationships with the ability to communicate, negotiate, network and consult with key stakeholders.
- Proven ability to work collaboratively and complete tasks by managing priorities within defined timeframes.
- Highly independent worker with demonstrated personal responsibility in meeting objectives, including the ability to recognise and resolve issues impacting on the achievement of required outcomes.

**Desirable**

- Experience in enterprise risk management, including risk workshop facilitation.
- Experience in managing business resilience related risks in the higher education sector.
- Eligibility for membership of relevant professional association/s.

**Qualification Verification**

An appointment to this position is subject to the verification of the highest academic qualification from the conferring institution.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.