

**JOB DESCRIPTION**

**Business Resilience Manager**

ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

**Role Purpose**

This is a role sits in the Risk and Assurance business stream within the Customer, Risk and Governance directorate and reports to the Head of Risk and Assurance. The role has overall responsibility for the development, implementation and continuous improvement to Uniting’s enterprise resilience program including, emergency management, business continuity management and crisis management a policies, frameworks, processes and all activities under the guidance of protection and resilience industry accepted frameworks and standards. Preparation of advice, reports, risk and threat assessments, business impact analysis, tools, templates and resources relevant to the resilience program. Meet all governance and reporting requirements relating to the resilience program to the Executive, Committees and Board of Uniting.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Risk and Assurance team within the Customer, Risk and Governance Directorate through the following:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the Risk and Assurance Team and your specific areas of accountability
* Actively participating in communication to understand and contribute to Uniting way of operating
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting
* Supporting positive relationship building with internal and external stakeholders including key partners and contractors to meet business requirements
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Ensure that all activities and operations within your scope of responsibility are performed in accordance with the allocated budget and policy guidelines
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders

As the Business Resilience Manager, your role specifically will include being accountable for:

* Working with functional and operational leaders and stakeholders to develop, manage, monitor and review their arrangements to plan, prepare, respond and recover from business disruption, including emergencies, disasters and crisis. Working closely with the Risk and Internal Audit Managers to ensure the alignment between the resilience, risk and assurance programs and the overall effectiveness of the Risk and Assurance function.
* Developing business resilience management policies and frameworks that considers; external threats, operational requirements, business capacity, evidence based practise and expectations of stakeholders.
* Supporting the implementation of the requirements of the business resilience framework and relevant policies across Uniting including the design and development of fit for purpose tools, resources, strategies and solutions to enable the implementation of the framework across all service and business areas of Uniting.
* Guiding and supporting business response to major incident, emergency and crisis management, and providing technical advice to inform relevant plans and procedures to respond to and recover from events. . Assume the role of Crisis Leader or any other role in line with Uniting’s Crisis Response Plan or other enterprise level plans as required.
* Coordinating, organising and evaluating education and training to ensure Uniting People are equipped to fulfil their resilience responsibilities effectively.
* Collecting, collating, assessing and disseminating information on monitored and emerging threats to Uniting’s people, assets, information, operations and reputation.
* Monitoring emerging trends, domestic and international standards, leading thinking and initiatives in the fields of strategic security, threat management, emergency management, business continuity, crisis management and risk management and report on their relevance to Uniting.
* Identifying opportunity and taking actions to improve response plans and strategies and monitoring actions from post incident evaluations.
* Evaluating and advising the business allocation of resources to maintain required people competency, process capabilities, and manage information and communication to interested parties.
* Evaluating documentation, capabilities and testing outcome, and independent performance evaluation of business resilience framework and implementation.
* Establishing and maintaining relationships with all relevant external agencies in support of Uniting’s business resilience objectives.
* Maintaining Emergency Management Framework and Procedure development that considers; locality, facility, nature of work on site, composition of people and internal and external resources.
* Implementing emergency management procedure at the organisational-level including; coordinating the Emergency Planning Steering Group and monitoring performance of specialist service provider.
* Monitoring and reporting on emergency management compliance requirements.

**Key success measures**

* Business resilience program is established where roles and responsibilities are defined and owned by relevant parties.
* Prepare the business to manage significant issues when they arise, including crisis response and business continuity plans for critical business activities or services remain current and tested.
* Agile and rapid support and guidance to operational needs in a disruptive event to ensure business responses are adequate to the threat and escalate to relevant stakeholders timely.
* Proactive monitoring of potential threats and risks to operations and effective communications to relevant stakeholders.
* Enterprise and Directorate risk profiles remain current and adds value to Executive and Board Committees.
* Emergency management responses at site/operational level are adequate.
* Manage the external emergency planning services provider.
* Uniting progressively matures in its resilience management journey.
* Highly organised and planning to optimise efforts to achieve key accountabilities.
* Agile to reprioritising planned work to align changing organisational priorities.
* Positive or constructive senior stakeholder feedback on the risk and resilience partnering approaches, challenges and advice.
* Expert but practical advice on the application of frameworks, methodologies, processes and systems.
* Support the Head of Risk and Assurance with other risk and resilience related and management activities when required.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Customer, Risk and Governance

**You’ll report to:** Head of Risk and Assurance

YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

**Qualifications**

* Relevant tertiary or professional qualifications
* Minimum 5 years of experience in operationalising enterprise business resilience framework within a large multi-site organisation.

**Experience**

Ideally, 5 years or more years’ experience as a senior manager within business resilience management. You will be fully developed in your area of expertise and expected to have:

* Extensive experience in business resilience management design and implementation across the organisation, aligned to ISO standards.
* Ability to effectively communicate and manage stakeholders up to senior management and Executive
* Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required
* Strong analytical and problem-solving abilities
* Highly developed organisational and time management skills
* High level of initiative and flexibility to ensure outcomes are met
* Exceptional written and verbal communication skills
* Natural ability to thrive in a state of change
* Ability to manage multiple projects simultaneously
* Natural ability to maintain a high standard of ethics and professionalism.
* Ability to work both independently and in a team environment
* Extensive experience in using Microsoft Office applications including Excel, Access, Word, Project and Visio and risk management and/or analytics applications

**Even better**

* Experience in implementing business resilience management system
* Member of any relevant professional membership such as BCI

|  |  |  |  |
| --- | --- | --- | --- |
| **Employee Name:** |  | **Manager’s Name:**  **Title** | Head of Risk and Assurance |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |