



Role Profile

Role Title	Business Continuity Team Manager
Business group and team	Chief of Staff Office
Job Purpose Overview	The Business Continuity (BC) Team Manager will ensure that all business continuity plans enable the organisation to manage an unplanned crisis event, as well as meet compliance requirements for BC planning. The position's primary goals are to identify, document and exercise business needs against FCO Services' infrastructure, identify gaps and put in place recovery strategies and to ensure that all key personnel are trained and competent.
Organisational position	The Business Continuity team sits in the Chief of Staff's office, overseeing Business Continuity for the whole organisation. As the CEO is the Gold Commander

Date Updated	01/02/2019	Updated By	SB		
Current / Applied Grade	C5	Job evaluation date	May 2014	Confirmed grade	C5

JOB RESPONSIBILITIES

Financial and Commercial Performance

- Develop BC Plans to minimize business disruptions in order to achieve commercial and corporate goals. This will involve developing / maintaining and quality assuring all BC plans and procedures to ensure these meet the stringent requirements of ISO 22301.
- Influence the FCO Service's main Board to make proportionate and cost effective BC decisions, this will involve providing expert guidance with appropriate options for consideration and approval by the Director-level Executive Board.
- Work closely with Directors and senior managers to develop detailed BC plans which are improved and maintained to ensure changes of priority are reflected.
- Advisor to the Gold & Silver and Bronze incident management teams.
- Maintain current certification and manage BSI annual audit assessments, this will involve taking the role of audit manager, setting the audit schedule and completing an audit action plan to address nonconformities.
- Develop and deliver strategic and tactical-level BC exercises.
- Setting the BC Policy, BC Strategy and BCMS framework delivery programme.
- Take on the role of internal auditor this will involve undertaking Bronze audits and audits of our critical suppliers.
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- Mitigate against strategic, tactical and operational risks via effective horizon scanning.

Measures

- Ensure FCO Services successfully achieves and maintains ISO 22301 (Audit Manager and first point of contact for the BSI audit).
- Setting the internal audit procedure and schedule, undertaking audit reviews, and compiling audit reports.

Robust resilient BC Plans are in place throughout the organisation.

Measuring and supporting the business to ensure it adheres to its BC exercises.

Customer Focus

- Work with Bronze BC Champions, managers and directors to ensure customers' priorities are understood, documented and monitored within service level agreements.
 - Work with Directors and Senior Managers so that risks to the satisfactory delivery of critical activities and services are identified, assessed and mitigated through signed off Business Impact Analyses.
 - Identify potential hazards and threats, warn appropriate FCO Services staff and recommend appropriate action to safeguard critical products and services.
 - Set the internal audit schedule of all Bronze plans using a risk based approach, this will involve developing procedures, setting the audit schedule, conducting the audit, compiling a report and ensuring all recommendations are actioned.
 - Undertake audits of critical suppliers, this will involve setting the audit scope, conducting the audit and compiling an overall report and reporting findings to Directors..
 - Provide advice and guidance during any disruptive incident both inside and outside of office hours.
 - Be a trusted advisor for pro-active, professional and competent BC and crisis management advice, liaising with the FCO, MK Resilience Forum, G4S, Police and other stakeholders.
- Work closely with the FCO so that BC plans in each organisation are aligned.

Measures

- Signed off BIAs for FCO Services.
- Agreed internal audit schedule (to include audits of FCO Services' critical suppliers)
- Completed Internal/External Audit reports (Bronze plans)
- BC plans are consistent with the recovery time objectives for restoration of normal service as detailed in the BIA.
- Output from BIA is linked into Risk Register and appropriate mitigation action
- Ensure agreed governance meetings are held and recorded.

Processes (Efficiencies and Effectiveness)

- FCO Services' Business Continuity Management System is maintained to ISO 22301 standards and the stated policy and strategy:
- Setting the BC Policy, BC Strategy and BCMS framework delivery programme.
- Develop realistic scenarios, to test strategic and tactical BC plans.
- Compiling exercise reports and ensuring all recommendations are acted upon.

- Ensure all BC plans and appropriate recovery solutions are in place and maintained to ISO 22301
- Maintain the Business Impact Assessment and Recovery Time Objectives and ensure plans identify hazards, assess risks and have mitigating measures and/or continuity solutions.
- Exercise the BC plans and recovery solutions and test/validate other key elements of the BC programme
- Develop and deliver a suite of training, to capture all activities around the life-cycle, i.e. BIAs exercises and general induction sessions.
- Compile KPI data to monitor compliance across the organisation. Ensure all issues arising are discussed at the governance boards and any area (s) of concern are raised appropriately to the Executive Board.

Measures

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- Gold and Silver BC Plans are reviewed in line with the requirements of ISO 22301 to ensure they are fit for purpose, have been exercised and signed off by the Executive Board.
- Exercise schedule is monitored and updated.
- Staff are trained at the appropriate level and competencies reviewed.
- FCO Services' BC Plans are reviewed and internally audited annually.
- Critical suppliers' BC arrangements are reviewed and their BC plans are audited
- ISO 22301 standard is met and certification is maintained
- Management information is developed and reported to Senior and Executive management.

Learning & Growth

- Keep abreast of the latest developments in legislation and trends within the BC and resilience sphere.
- Establish and maintain a continuous improvement plans, reviewing exercises and incidents then updating policy, training and processes to continuously improve individual and corporate resilience.
- Expand knowledge-base regarding all business activities within FCO Services and how they interrelate.
- In all work activities, employees are expected to take reasonable care of their own health and safety and that of others who may be affected by their conduct. This will include observing and complying with all requirements outlined in the FCOS Health and Safety Manual and any specific instruction given.

Measures

- Policies & procedures are followed.
- Knowledge of business demonstrated.
- Attendance at relevant courses, meetings, seminars and working groups.
- BC embedded in FCO Services working practices.

KNOWLEDGE AND KEY SKILLS

Essential:

TECHNICAL

- BCMS ISO 22301 Lead Auditors Exam or be willing to study and obtain it
- Practitioner Certificate in Business Continuity Management or be willing to study and obtain it
- Member Grade of the BCI or equivalent
- Experience in a Business Continuity Management Role in at least a similarly sized and complex organisation with a track record of:
 - Developing and implementing Business Continuity Management Systems;
 - Auditing Business Continuity Management Systems;
 - Identifying business critical activities, establishing Recovery Time Objectives and Maximum Tolerable Periods of Disruption and developing risk treatments to mitigate the risk (Business Impact Analysis);
 - Developing business cases for Senior Executives to determine the organisation's BC Strategy;
 - Developing, planning and conducting BC training;
 - Developing, planning and conducting scenario based exercises to test plans at all levels.
- Ability to work to tight deadlines and make appropriate decisions under pressure.

- Practical and pragmatic approach to BC.
- Proven ability to prioritise and manage own and others' time and tasks.
- Attentive to operational details but cognisant of tactical and strategic priorities and threats.
- Excellent communication skills with capability to influence management at all levels, including Board members and deliver a focused business advisory service.
- Ability to work autonomously and with gravitas to challenge more senior colleagues. PEOPLE
- Strong interpersonal, collaborative and influencing skills.
- An experienced, proven, proactive and positive leader.
- Ability to empathise with and inspire others.

Desirable:

- BCI Diploma (from June 2012)
- MSc in Emergency Planning Management
- ISO 22301 Lead Auditor Certificate
- Track record in leading an organisation to achieving BS25999 – ISO 22301 certification.
- Membership of a relevant professional body (eg BCI, Emergency Planning Society).
- Knowledge and experience of UK Civil Contingencies Arrangements (CCA 2004).
- Knowledge and experience of BCI good practice guideline.

CORE COMPETENCES

Top three for job:

- Managing a Quality Service
- Seeing the Big Picture
- Collaborating and Partnering

CRITICAL SUCCESS FACTORS

Success measured and evidenced by:

- The frequency, cost, time and performance impacts of disruptions are minimised.
- Staff and customers understand the benefits of BC management.
- Good BC management is embedded within FCO Services' culture.
- FCO Services' brand and reputation is demonstrably enhanced and maintained through effective BC management practice.
- ISO 22301 Certification is successfully obtained and maintained

Budget Responsibility?	If YES, how much:	If NO can they authorise payments?
Y / N	£ per annum	Y / N
Reports to: (Role Title and Grade)	Head of Strategic Delivery D6	
Direct Reports: (Number and grades of staff)	Currently 2; C4 & B3	