

# Job Description



<b>Job Title:</b>	Operational Resilience and Business Continuity Manager	
<b>Date &amp; Version</b>	October 2024	Version: 1.0
<b>Reports to:</b>	Head of IT, Change, and Mortgage Servicing	
<b>Direct Reports:</b>	None	
<b>Produced by:</b>	Head of IT, Change, and Mortgage Servicing	

 **Leek, St. Edward Street**       **Full time, permanent**       **35 hours**

## Job, purpose and scope

The Operational Resilience and Business Continuity Manager is responsible for supporting the Society's ability to anticipate, prepare for, respond to, and recover from disruptive events, ensuring compliance with regulatory expectations. This role oversees the development, implementation, and continuous improvement of operational resilience strategies and business continuity plans across the Society.

The manager collaborates with cross-functional teams to proactively identify risks, mitigate operational disruptions, and ensure the continuity of critical business functions during times of crisis. This role involves a broad range of responsibilities, including scenario testing, process mapping, and ensuring that contingency plans are up-to-date, tested, and effective.

In addition, the manager works to identify and remediate vulnerabilities, manage risk events and incidents, provide comprehensive management reporting, and support the business in managing third-party relationships. This role also entails training staff and embedding resilience strategies within the first line of defence to effectively manage risk and maintain operational stability across the Society.

## Duties and key responsibilities

### Develop and Implement Resilience Strategies:

- Support the development, implementation, and continuous improvement of operational resilience strategies and business continuity plans across the Society.

### Scenario Testing and Process Mapping:

- Design and execute scenario testing exercises to assess the Society's preparedness for disruptive events.
- Supporting business process owners with process mapping activities to ensure critical business processes are identified and protected.

## Duties and key responsibilities

### Contingency Planning:

- Ensure that contingency plans are maintained, regularly tested, and updated based on evolving risks and business needs.

### Risk Identification and Mitigation:

- Work with cross-functional teams to identify vulnerabilities and potential risks to business operations and develop strategies to mitigate them.

### Crisis Management and Incident Response:

- Support with managing risk events and incidents, coordinating response efforts to minimise operational disruption.

### Regulatory Compliance:

- Ensure all operational resilience and business continuity efforts align with regulatory requirements and industry standards.
- Maintain awareness of evolving regulatory expectations and adjust plans accordingly.

### Third-Party Risk Management:

- Support the business in managing third-party relationships, ensuring vendors and service providers have appropriate resilience and continuity plans in place.

### Management Reporting:

- Provide regular reports to senior management on the state of operational resilience, risks, incidents, third party supplier assurance and the effectiveness of continuity plans.

### Training and Awareness:

- Support with staff training to ensure they fully understand their roles and responsibilities during disruptions.

### Stakeholder Engagement:

- Work closely with business areas and other internal teams to integrate resilience strategies across the Society.
- Liaise with external partners, regulators, and auditors as needed.

### Continuous Improvement:

- Identify areas for improvement in operational resilience practices, leveraging lessons learned from testing, incidents, and risk assessments to enhance the Society's preparedness.
- Documentation and Communication:
  - Ensure all documentation related to resilience and continuity, including annual self-assessment, policies, procedures, and plans, is current, accurate, and effectively communicated to relevant stakeholders.

To carry out any other duties as may reasonably be required

## Conduct Obligations

### Conduct Rules

All employees are expected to act in accordance with the PRA and FCA Conduct Rules:

- You must act with integrity
- You must act with due skill, care and diligence
- You must be open and co-operative with the FCA, the PRA and other regulators
- You must pay due regard to the interests of customers and treat them fairly
- You must observe proper standards of market conduct
- You must act to deliver good outcomes for retail customers

### Financial Crime

All employees are expected to:

- Be aware of their personal legal obligations and the legal obligations of the Society in relation to Financial Crime
- Be aware of the Society's Anti-Money Laundering systems and controls and follow the Society's procedures
- Be alert for anything suspicious in respect of money laundering or fraud and report any suspicions in line with internal procedures
- Do not discuss any suspicions with anyone outside of the Society and do not 'tip off' a customer or prejudice an investigation

<p><b>Qualifications and knowledge</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of all parts of the Microsoft Office suite.</li> <li>• Understanding of Operational Resilience and Business Continuity activities</li> <li>• Good understanding of Risk Management within a regulated business.</li> <li>• Regulatory Knowledge (Internal Training Provided): <ul style="list-style-type: none"> <li>◦ High level understanding of SS1/21 – Operational Resilience</li> <li>◦ TCF/Conduct Risk</li> <li>◦ Anti-Money Laundering</li> <li>◦ Data Protection Act</li> <li>◦ Equality Act / Equal Opportunities</li> <li>◦ Complaints Procedure</li> <li>◦ Health and Safety</li> </ul> </li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Experience of managing operational risks within a regulated organisation</li> </ul>
<p><b>Skills and abilities</b></p>	<ul style="list-style-type: none"> <li>• Ability to work effectively as part of a team or on own initiative</li> <li>• Possess excellent time management skills and organisational expertise in order to prioritise workloads to meet deadlines</li> </ul>
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>• Travel to other business locations when required</li> <li>• Flexibility around working hours and Saturday mornings may be required on occasions</li> <li>• A Basic/Standard DBS check will be undertaken upon an offer of employment.</li> </ul>

