

Service Document Standard Form:

Role Profile

Risk & Business Continuity Officer

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

| | |
|------------------------|------------------------------------|
| Role Title: | Risk & Business Continuity Officer |
| Grade: | Scale H |
| Service area: | Service Improvement |
| Responsible to: | Risk & Business Continuity Manager |

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To support the effective delivery of the Service's risk management and business continuity functions. The post holder will assist in embedding risk and resilience practices across the organisation, ensuring compliance with relevant frameworks, and supporting the development and maintenance of risk registers and business continuity plans. This role plays a key part in operationalising the Service's resilience strategy and ensuring preparedness for disruptive events.

The post holder will maintain strong, positive working relationships with internal stakeholders and external partners, including the Local Resilience Forum.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct):

- The post does not have direct responsibility for revenue or capital budgets. However, from time to time, they will contribute to management of specific projects
- The processes managed by the post-holder will support the identification, management and mitigation of risks with potentially adverse financial consequences for the Service / Authority.

Staff responsibilities (direct or non-direct):

- The post does not have direct line management responsibilities. However, the post-holder will be required to co-ordinate and collaborate with managers at all levels across the Service to facilitate compliance with business continuity policies, processes and procedures.

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PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

• Risk Management

- Assist in maintaining and updating directorate and corporate risk registers.
- Support the implementation of the Risk Management Framework across departments.
- Help coordinate the quarterly review process for risk registers and contribute to risk reporting.
- Provide administrative and analytical support for risk assurance activities and maturity assessments.
- Assist in the delivery of risk management training and awareness sessions.
- Support the collation and analysis of risk data to inform decision-making.

• Business Continuity

- Assist in the development, review, and testing of Business Continuity Plans (BCPs) across the Service.
- Coordinate the completion of Business Impact Analyses (BIAs) with departments.
- Monitor changes in operations or external factors that may impact business continuity arrangements.
- Support the planning and delivery of exercises and post-incident reviews.
- Maintain documentation and templates in line with ISO 22301 and BCI Good Practice Guidelines.

• General Duties

- Liaise with internal stakeholders to promote a culture of risk awareness and resilience.
- Maintain accurate records and documentation to support audits and compliance checks.
- Contribute to the development of reports and presentations for internal and external stakeholders.
- Participate in relevant working groups, forums, and training sessions.
- Undertake any other duties commensurate with the role as required by the Risk and Business Continuity Manager.

DECISION MAKING:

Make decisions:

- Advises on, influences, validates and monitors Business Continuity Plans.
- High degree of autonomy in determining the design and development of Business Continuity policies, processes, procedures and plans.

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Significant say in decisions:

- To suggest, implement and promote improvements to working practices, systems and organisational performance.

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal:

- Demonstrate commitment to, and involvement in, developing and maintaining working relationships with colleagues at all levels to raise the profile of business continuity
- Provide advice and training to staff at all levels.

External:

- Developing and maintaining proactive working relationships with multi-agency partners via TVLRF, Bucks Resilience Group, MK resilience Group and the NFCC to receive, provide and process information.
- Represent the Service at local, regional and national Business Continuity and Risk groups/events.

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures
- To support the effective implementation and embedding of equality, diversity and inclusion
- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required

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- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

Behaviours we are looking for:

- **Professional:** Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected:** Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering:** Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious:** Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Certificate in Business Continuity Management and/or Risk Management or other relevant professional qualification in a related discipline.
- Full UK valid driving licence as nature of role requires geographical mobility to meet requirements for participation in multi-agency activities such as exercises.

Experience:

- Experience working in resilience planning / Business Continuity Management / Risk Management
- Experience in Quality Assurance
- Significant evidence of writing, clear, comprehensive and concise reports and delivering awareness sessions, briefings/presentations
- Experience of providing professional advice to management, making recommendations and proposals and demonstrating impacts on the organisation.
- Ability to draw conclusions based on professional judgement as well as facts; exhibit pragmatism and political acuity to resolve problems advising on developing and adapting policy / processes.

Skills & Knowledge:

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- ICT competent, with good experience, skills and ability to use Microsoft applications, Inc. Word, excel, outlook and PowerPoint.
- Ability to present and communicate effectively across all levels of the organisation, adapting style as appropriate to audience.
- Ability to analyse a wide range of date, translating complex needs into answerable questions to achieve outcomes.
- Demonstrate understanding of risk assessment and mitigation measures to be able to design and select appropriate continuity solutions.
- Able to effectively manage and prioritise workloads in an often-pressurised environment, despite interruptions and obstacles.
- Demonstrate understanding of: Civil Contingencies Act 2004/ISO BC 22301 Business Continuity / Good Practice Guidelines 2023

REQUIREMENTS: Desirable Criteria

Qualifications & Training:

- Certified Membership of Business Continuity Institute (BCI)

Skills & Knowledge:

- Knowledge of Fire Service Strategies, policies, procedures, and issues affecting the Fire Service on a Local, Regional and National level
- Knowledge of a multi-agency response to and during a major incident.

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.