

Business Continuity Manager

Job Description

Position Pay Level: 8

Position Pay SCP: 36 - 41

Salary: £49,868 - £55,273 (inclusive of Local Weighting Allowance of £1,130 per annum)

DBS requirement: Basic

Reports to: Head of Enterprise Risk Management

Financial Responsibilities: Monitoring of allocated business continuity budgets, procurement support for resilience-related services and oversight of expenditure linked to training, exercises and continuity improvement actions.

Main purpose of Job:

Lead business continuity and organisational resilience as the Council's subject matter expert, designing, governing and assuring the corporate framework so critical services operate at acceptable levels during disruption and recover within agreed timescales.

Provide authoritative specialist advice and assurance to the CLT, Directors, Heads of Service and governance committees on continuity, recovery, preparedness, resilience maturity, critical risks and compliance with agreed standards. Independently identify and challenge material and systemic weaknesses; recommend proportionate actions, controls and risk-based investment priorities, influencing management decisions to protect statutory duties, vulnerable residents, critical operations, reputation and public confidence.

Own corporate continuity methodology, standards and assurance requirements; lead Council-wide business impact analysis, continuity planning, exercising, assurance and cross-directorate improvement. Apply independent professional judgement and influence senior stakeholders without line-management authority, ensuring lessons from incidents, exercises, audits and reviews deliver measurable improvements rather than isolated actions.

Determine whether service arrangements meet corporate standards, require proportionate corrective action plans for gaps and escalate non-compliance or material resilience risks through agreed governance routes. Influence service planning, transformation, procurement, contract management, emergency response, recovery and organisational change where resilience is affected.

Cover all directorates, critical and priority services, statutory and high-risk functions, and material third-party dependencies, including suppliers and commissioned services whose failure could affect essential services. Oversee dependencies involving ICT, buildings, people, data, communications and partner agencies.

Ineffective arrangements risk prolonged critical-service disruption, harm to residents and staff, statutory or contractual non-compliance, financial loss, regulatory criticism and significant Council reputational damage.

Main Accountabilities:

Professional leadership and framework ownership

- Act as the Council's business continuity and organisational resilience expert and principal professional adviser.
- Own and maintain corporate policy, framework, methodology, standards, templates, guidance and review cycles, translating legal, regulatory, professional and corporate requirements into proportionate, risk-based service arrangements.
- Set minimum requirements for business impact analysis, continuity strategies, plans, recovery priorities, exercises, training, assurance and records management; determine compliance within the Council's governance framework.
- Provide authoritative advice on unclear requirements, conflicting risks and alternative approaches; monitor emerging threats, good practice and local government resilience changes and advise senior leaders on implications.

Corporate resilience strategy and risk-based planning

- Develop and lead the corporate business continuity and resilience programme, defining priorities, milestones, measures and outcomes.
- Lead Council-wide business impact analysis to identify critical activities, minimum service levels, maximum tolerable disruption periods, recovery time objectives, dependencies and resources; ensure plans reflect evidenced priorities and credible disruption scenarios.
- Integrate continuity with enterprise risk management, emergency planning, incident management and recovery, ICT disaster recovery, information governance, health and safety, insurance, procurement, contract management and transformation governance.
- Advise on resilience implications of service redesign, savings, outsourcing/insourcing, major projects, accommodation, digital and workforce changes and critical suppliers, including cross-service and cross-organisational risks beyond individual service control.

Lead Assurance, challenge and governance

- Lead proportionate corporate assurance of business impact analyses, plan quality, critical dependencies, exercises, training, incident learning and action closure; apply a consistent maturity model to identify directorate capabilities, gaps and priorities.
- Conduct thematic and compliance reviews, audits and deep dives into high-risk services, suppliers and corporate dependencies; independently challenge incomplete, unrealistic or untested plans and inconsistencies with risk appetite or service obligations.
- Require corrective action plans for material gaps, monitor delivery and escalate material weaknesses, overdue or unresolved actions and unacceptable preparedness through agreed management and governance routes.

- Produce accurate, concise reports, dashboards and exception reports for Directors, corporate boards, the Senior Leadership Team and Audit and Governance Committee; explain findings, options and recommendations for corrective action, risk acceptance, investment, service planning, procurement and corporate priorities.
- Maintain auditable evidence of compliance, assurance, decisions, testing outcomes and improvement progress.

Exercising, incident support and continuous improvement

- Own and deliver rolling desktop exercises, scenario workshops, simulations and corporate/multi-service exercises, testing decisions, dependencies, communications, resources, recovery and escalation with senior officers, services, partners and suppliers as appropriate.
- Advise during disruptions and incidents on plan activation, priorities, continuity options, recovery sequencing and escalation.
- Lead post-incident and exercise debriefs and reviews with relevant participants; distinguish immediate actions from systemic improvements, assign owners, deadlines and measurable outcomes, and track, validate and report completion, challenging unsupported closure evidence.
- Use recurring themes, near misses, exercises and assurance findings to improve policy, training, plans and corporate controls.

Corporate influence, capability and resilience culture

- Lead and develop Business Continuity Leads and Plan Owners without line authority; set expectations, monitor delivery, challenge non-compliance and report corporately.
- Build capability through targeted training, awareness, business impact analysis workshops, plan-writing support and exercises; embed continuity in service management, risk assessment, project design and performance review.
- Ensure Directors and Heads of Service understand ownership responsibilities and inadequate preparedness consequences; engage senior stakeholders with clear advice tailored to operational, strategic and governance audiences.
- Represent the Council as lead continuity professional in partnership groups, resilience forums and Local Resilience Forum-related activity.

Third-party and partnership resilience

- Set resilience expectations for critical suppliers, commissioned services, shared services and key partners; work with procurement, contract managers and service owners to embed proportionate continuity requirements, testing rights, notifications and recovery expectations in contracts and specifications.

- Review and challenge supplier continuity evidence where failure could materially affect Council services; coordinate planning for dependencies crossing organisational boundaries.

Financial, information and business management

- Prepare or contribute to resilience investment business cases addressing risk reduction, service impact, statutory considerations and value for money.
- Monitor allocated continuity, training, exercise and specialist-support budgets within delegated authority; support compliant procurement and management of external resilience expertise.
- Maintain secure, accurate, version-controlled plans, business impact analyses, exercise records, assurance findings, actions and decisions in accordance with data protection, information security and Council records-management requirements.

Key deliverables and performance measures

The postholder will be accountable for delivering and reporting on:

- An approved annual work programme and current corporate policy, framework, methodology and standards.
- Completed, quality-assured business impact analyses and continuity plans for critical and priority services, and continuity assurance for material suppliers, commissioned services and key dependencies.
- Evidence-based maturity assessments and agreed corrective/improvement plans, with documented monitoring, challenge, timely escalation of material gaps and overdue high-priority actions, and evidenced closure.
- Delivery and outcomes of annual exercises and training, effective closure of lessons-learned actions and demonstrable improvement in preparedness, recovery capability and organisational resilience.
- Assurance reports and dashboards that support informed senior leadership and governance decisions.

Statutory, governance and corporate responsibilities

- Ensure continuity arrangements support the Council's Civil Contingencies Act 2004 responsibilities and relevant guidance, standards and governance requirements.
- Provide evidence-based, proportionate and clearly recorded advice, recommendations and decisions consistent with the Council's governance framework and delegated responsibilities.

Values and behaviours

- Demonstrate the Council's values and behaviours to support its corporate vision.
- Maintain professional standards with colleagues, residents, elected Members, partners, suppliers and other stakeholders.

Compliance

- Comply with the Council's constitution, standing orders, financial regulations, procurement rules, policies, delegated authority, data protection, health and safety, safeguarding, equality duties and other statutory and internal requirements.

Equality and diversity

- Uphold the Council's equality and diversity policies, ensuring non-discriminatory practice and embedding diversity in workforce planning, policy development and service delivery.

Additional Responsibilities

- Work flexibly, including occasional out-of-hours attendance for exercises, incidents and urgent service continuity requirements.
- Undertake other duties reasonably commensurate with the post's level and specialist responsibilities.

**Person Specification:
 Business Continuity Manager**

Area	Description	Essential/ Desirable
Experience	Significant experience leading business continuity and organisational resilience in a complex, multi-service or highly regulated organization.	E
	Proven experience acting as a subject matter expert and providing authoritative advice and constructive challenge to Directors, senior managers and governance bodies.	E
	Experience owning and implementing a corporate business continuity framework, policy, standards and improvement programme.	E
	Experience designing or overseeing business impact analysis, criticality assessment, continuity planning, recovery planning, exercising and lessons-learned programmes.	E
	Experience of assessing resilience maturity, carrying out assurance reviews or audits, identifying systemic weaknesses and securing corrective action.	E
	Experience influencing senior stakeholders and service leaders across organisational boundaries without direct line-management authority.	E
	Experience advising on resilience implications of transformation, major projects, organisational change, ICT, premises, workforce, suppliers or commissioned services.	E
	Experience producing reports, dashboards, recommendations and exception reports for senior leadership, corporate boards, audit committees or equivalent governance bodies.	E
	Experience supporting live incident response, service recovery or post-incident review.	E
	Experience of local government, public services or another organisation with significant statutory, regulatory or public-interest responsibilities.	E
	Experience developing business cases, monitoring budgets or commissioning specialist resilience support.	D
	Experience working with elected Members or managing politically sensitive and reputationally significant issues.	D
Skills and abilities	Ability to set professional standards, make complex judgements and provide clear, defensible recommendations in situations involving uncertainty and competing priorities.	E
	Ability to lead a Council-wide programme and convert strategic resilience objectives into deliverable work plans, controls and measurable outcomes.	E
	Ability to analyse complex dependencies and disruption risks, determine critical priorities and develop practical, proportionate solutions.	E

Area	Description	Essential/ Desirable
	Ability to provide credible challenge and escalate material risks appropriately while maintaining effective relationships.	E
	Excellent written communication, including the ability to prepare concise executive reports, committee papers, policies, standards, options appraisals and briefings.	E
	Excellent verbal communication and presentation skills, including the ability to brief senior leaders and facilitate challenging discussions.	E
	Ability to design and facilitate realistic exercises, workshops, training and post-incident reviews.	E
	Ability to interpret assurance information, identify trends and systemic issues, and communicate implications to different audiences.	E
	Ability to lead through influence, build professional networks and secure action from managers who are not direct reports.	E
	Ability to manage competing corporate priorities, meet deadlines and maintain accurate audit trails.	E
Knowledge and understanding	Expert knowledge of business continuity management, including business impact analysis, criticality, recovery objectives, continuity strategies, plan development, exercising and lessons learned.	E
	Detailed understanding of organisational resilience, dependencies, disruption scenarios, incident management and recovery.	E
	Detailed understanding of the Civil Contingencies Act 2004 and the role of local authorities within local and wider resilience arrangements.	E
	Knowledge of recognised business continuity and resilience standards, guidance and good practice.	E
	Strong understanding of the relationship between business continuity, enterprise risk management, emergency planning, ICT disaster recovery, information governance, insurance, procurement and contract management.	E
	Understanding of local government governance, statutory service delivery, political accountability and corporate decision-making.	E
	Knowledge of assurance, audit, maturity assessment, performance measurement and continuous improvement methods.	E
	Understanding of third-party, supplier and partnership resilience risks.	D

Area	Description	Essential/ Desirable
Qualifications	Degree or equivalent level of relevant professional knowledge, gained through qualification, training or substantial practical experience.	E
	Recognised qualification, training or demonstrable specialist expertise in business continuity, organisational resilience, emergency planning, risk management or a related discipline.	E
	Evidence of continuing professional development and current knowledge of business continuity, resilience standards and good practice.	E
	Membership of a relevant professional body, such as the Business Continuity Institute, Emergency Planning Society, Institute of Risk Management or equivalent.	D
	Knowledge of ISO 22301, relevant Civil Contingencies Act guidance or equivalent recognised business continuity/resilience standards.	D