



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

BUSINESS CONTINUITY OFFICER

WORCESTER

CIRCA £35,000 PER ANNUM, 35 HOURS PER WEEK

Promoting a Group wide culture of business continuity management, you will support the Business Continuity Manager with the development and continual improvement of the business continuity framework, ensuring it is consistently adopted across the Group.

Maintaining a high visibility, you will work closely with the Managers and Business Continuity Champions from all areas of the Group, enabling individual business and support units to take ownership and responsibility for business continuity and therefore ensure the Group builds resilience against adverse events.

As an excellent communicator with a proven background in risk assurance, you will assist individuals through the entire business continuity management lifecycle to deliver best practice.

Ideally you will hold a degree, management qualification or have a relevant professional qualification or knowledge.

Although this role is office based, occasional travel and overnight stays will be required.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1655.

Closing Date: 5pm on 24th February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.



BUSINESS CONTINUITY OFFICER

Reports to:	Business Continuity Manager
Scope:	<ul style="list-style-type: none"> ▪ Office based with occasional travel and overnight stays ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	Support the development and implementation of consistent and effective Business Continuity Management policies, procedures and frameworks across the Group, to enable individual business and support units to take ownership and responsibility for delivering Business Continuity Management for their function.

CONTEXT

This job sits within the centralised Group Financial Services department, which is part of the Finance and Resources function, which also includes the Health & Safety, Corporate Risk, Legal Services, Human Resources, Business Information and IS departments. The Business Information (BI) department is a Group wide function, which will provide data consumers with performance information. A data consumer can be any stakeholder of the business, including (but not limited to) residents, employees and management, regulatory bodies and funders. The BI department is responsible for reviewing the way Sanctuary Group manages data and information throughout the organisation as it is critical to the performance of the organisation. Specifically, the BI department is responsible for:

- Provision of financial and non-financial information as defined by the business
- Implementation of a data quality strategy, including development of data cleansing procedures and processes
- Improvements in the way data is recorded, stored and published

The job holder will ensure the Group builds resilience against adverse events by developing, promoting and supporting Business Continuity Management (BCM). They will support the development and implementation of consistent frameworks, policies, procedures and tools to enable individual business and support units to take ownership and responsibility for delivering Business Continuity Management for their function.

The job holder will support the Business Continuity Manager and act as a central point of contact and co-ordination of Business Continuity Management across the Group. Duties will revolve around the Business Continuity Management lifecycle and include: (This is not an exhaustive list and other duties requiring similar skill levels may be required.)

- Supporting individuals to complete high quality Business Impact Analyses (BIAs) and identifying their key requirements.
- Supporting managers and Business Continuity Champions to develop and maintain strategies and Business Continuity Plans (BCPs) that are up to date and practical.
- Assess, scrutinise and challenge BIAs and BCPs to ensure they are consistent and achievable.
- Provide reassurance of completeness by managing 'tests' and 'exercises' of BCPs. This will include liaising with Internal and External Auditors and external 3rd party expertise.

The job holder will ensure that health and safety and healthy working conditions are promoted within their area of responsibility and that staff fulfil their duties in accordance with Group health and safety policies and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Support the development and implementation of Group business continuity policies, procedures and frameworks establishing appropriate tools, techniques and reporting mechanisms. to enable individual business and support units to take ownership and responsibility for delivering Business Continuity Management for their function and meet all statutory and regulatory obligations.

Measure: Internal and external audits, policies, procedures and frameworks in place, statutory and regulatory obligations met, feedback, business ownership

2. Develop and maintain sufficient knowledge of Business Continuity Management related regulation and established good practice, policies and procedures to provide authoritative advice and assistance to staff, ensuring that the Group satisfies compliance requirements.

Measure: Feedback from managers and staff on quality of guidance and advice

3. Raise awareness of risk management processes and practices, particularly in relation to the Business Continuity Management lifecycle to reduce exposure to business continuity risks.
Measure: Evidence of improvements, reduced exposure to business continuity risks, reduced costs as a result of improved risk management
4. Manage and develop effective relationships with key stakeholders and Business Continuity Champions to identify areas for improvement and ensure that an excellent service is delivered and received.
Measure: Customer feedback, problems resolved efficiently
5. Support managers and Business Continuity Champions through the Business Continuity Management lifecycle to identify and improve their business continuity requirements and plans.
Measure: Feedback, improvements identified, plans updated in response
6. Contribute to the development and implementation of special programmes and projects in support of the Group's activities.
Measure: Achievement of programme, targets and outcomes

RESOURCES

Finance	Support the management of services to maintain Group turnover of c£400m
Staff	Direct Staff – None Impact on staff – up to 8,500
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Personally uses multiple arguments or different approaches to influence others without tailoring the approach to the needs of the audience. May include careful presentation of data.
Continuous Improvement	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Looks ahead in the short term (typically up to 3 months) to identify potential issues or opportunities and proactively takes action to resolve / capitalise on these.
Problem Solving	Understands problems by identifying multiple links (e.g. A leads to B leads to C) or by applying analytical tools / frameworks to solve technical problems.

	Essential	Desirable
Qualifications and Attainments		
<ul style="list-style-type: none"> ▪ Degree, management qualification or relevant professional qualification or knowledge ▪ Risk management qualification or knowledge and ability at an equivalent level ▪ BS25999 Auditor Qualified or equivalent ▪ Full, current driving licence 	√ √	 √ √
Work Experience		
<ul style="list-style-type: none"> ▪ Some experience of undertaking a similar role ▪ Some experience of achievement working within an organisational structure which includes a Group parent and subsidiary organisations and is geographically spread ▪ Working knowledge of general risk management regulations, legislation and current practice ▪ Working knowledge of developing, implementing and maintaining business continuity policies and processes ▪ Proven experience of analysing and diagnosing problems and implementing effective solutions ▪ Proven experience of working to deadlines and prioritising work loads ▪ Proven experience in effective report writing and presentation 	√ √ √ √ √ √	 √

	Essential	Desirable
Skills <ul style="list-style-type: none"> ▪ Excellent communication skills including clear written and spoken English ▪ Good negotiation and presentation skills ▪ Excellent interpersonal and customer care skills ▪ Ability to interpret computerised information and documentation ▪ PC literacy <ul style="list-style-type: none"> Intermediate Microsoft Word or similar Basic Microsoft Excel or similar Email and internet communications 	√ √ √ √ √ √ √	