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| **Job Description** | |
| **Job Title:** | Business Continuity Resilience, Response and Recovery Programme Coordinator |
| **Directorate/Team:** | Finance and Business Hub – Facilities & Workplace Services |
| **Location:** | 16 Summer Lane or other site/location |
| **Responsible to:** | Business Continuity Resilience, Response and Recovery Officer |
| **Responsible for:** | None |
| **Key working relationships:**  (internal) | Operational Plan owners Transport for West Midlands emergency planning team, Digital and Data, Communications, and operational and strategic asset emergency planning colleagues. Working alongside Business Continuity Champions. |
| **Key working relationships:**  (external) | Collaborating on occasions with external stakeholders on areas of Business Continuity Resilience, Response, and Recovery planning |
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| **Purpose of the Post** | |
| To assist the Business Continuity Resilience, Response and Recovery team by managing the day-to-day planning, coordination and implementation/completion of critical activities for the WMCA business continutiy programme.  The post holder will ensure the programme operates adequately, managing key correspondence, contributing to the planning and completion of critical milestones, lead the coordination of actions/activities to completion, be responsible for critical stakeholder communications on behalf of the team. | |
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| **Accountabilities** | |
| Support the continuous testing, coordination and engagement of the WMCA Resilience, Response and Recovery Plans, with the opportunity to assist in training scenario sessions. Drive the development of all staff training programmes, including modules for all staff engagement and learning.  Support the Business Continuity Resilience, Response and Recovery Manager and Officer in maintaining the WMCA Business Impact Assessments and the supporting programme ensuring they remain accurate.  Support the team in delivery ensuring WMCA can respond and recover from an incident, and actively working in collaboration with the team during an incident. | |
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| **Responsibilities** | |
| **Strategic** | |
| * Participate in post-incident reviews and lessons learned to make recommendations to enhance BC planning and the supporting programme. * Assist and support in horizon scanning, forward planning for problematic areas, assisting in the development of solutions alongside the team. * Provide recommendations to enhance Business Continuity, resilience, response, and recovery strategies across WMCA. | |
| **People** | |
| * Manage communications on behalf of the team to include assisting in the preparation of reports and communications for key internal and external stakeholders. * Assist the BCRRR Manager and Officer with onboarding and offboarding sessions to discuss resilience, response, and recovery plans. * Lead the development of training programmes, including modules for all staff engagement and learning, coordinate organisation-wide engagement activities (e.g., lunch-and-learn sessions, BC Awareness Week) to promote risk awareness and emergency preparedness. * When required represent WMCA in forums and collaborative initiatives related to Business Continuity and resilience planning. | |
| **Operational** | |
| * Support, coordinate and administer the completion of key programme activities and information retrieval in accordance with agreed governance processes and calendars, programme plans, critical activities assurance and risk work, financial/budget/commercial reporting and administration, resource management planning and compliance requirements. * Support in the maintenance and upkeep of the WMCA-wide Business Continuity Management System (BCMS), ensuring all documentation, including Business Impact Assessments (BIAs), are up-to-date, auditable, and effective. * Assist in implementing the BC framework and support in the creation of processes that ensure successful coordination of programme activities. * Support the preparation of monthly and quarterly performance reporting requirements for the programme, board and executive level meetings as required, maintain consistent logging mechanisms and update plans based on collected information. * Assist in preparing, maintaining, and testing WMCA’s Business Continuity Plans, ensuring integration with broader risk and response strategies, regularly support in the updates when change triggers occur and develop new BIAs as WMCA expands. | |
| **Financial** | |
| * Assist and support with recovery coordination, ensuring effective documentation and data collection post-incident to support insurance claims and business recovery processes. | |
| **Other** | |
| * Strive to remain informed of relevant legislation and standards, escalating changes that may impact Business Continuity or emergency planning. * Work towards serving as a deputy for the Business Continuity, Resilience, Response, and Recovery Officer when required. * Be prepared if required to undergo an apprenticeship or qualifications in Business Continuity or emergency planning. * During major incidents, events, or significant disruption to the WMCA, the individual will support the organisation’s response during office hours. | |

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| **Person Specification** |

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| Candidates/post holders will be expected to demonstrate the following: | **Essential / Desirable** | | **How Evidenced?** | | |
| **Experience** | **E** | **D** | **A** | **I** | **T** |
| Experience in Event, Emergency or Business Continuity Planning. |  | X | X |  |  |
| Experience of continuous improvement and identifying where efficiencies can be made. | X |  | X | X |  |
| Experience of working with multiple stakeholders and managing that interface. |  | X | X |  |  |
| Proven experience in a coordination role, preferably as part of a project team/within a programme/project environment. | X |  |  |  |  |
| Experience of working with Business Continuity or Incident Management systems |  | X | X |  |  |
| **Skills / Knowledge** | **E** | **D** | **A** | **I** | **T** |
| Business Continuity, Resilience, Response and Recovery planning knowledge and practices. |  | X | X |  |  |
| Sound working knowledge and good understanding of the corporate environment. | X |  | X | X |  |
| Excellent communication skills both written and verbal. | X |  | X | X |  |
| Excellent analytical skills, able to review information and determining the best approach | X |  |  |  |  |
| Understanding BC legislation. |  | X |  | X |  |
| **Qualification / Education / Training** | **E** | **D** | **A** | **I** | **T** |
| BC/EP qualification or equivalent experience. (Or desire to achieve) |  | X | X | X |  |
| Qualification in business administration/project mgmt.: NVQ, APM (Association for Project Management) |  | X |  |  |  |
| Appropriate vetting as required (or prepared to go through process) |  | X | X | X |  |

**Key: A** = Application, **I** =Interview, **T** = Testing/Assessment

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| **Core Expectations** | |
| **Health, Safety & Wellbeing** | All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing. |
| **Equality & Diversity** | Promote and champion equality and diversity in all aspects of the role. |
| **Learning & Development** | Participate in and take responsibility of any learning and development required to carry out this role effectively. |
| **Performance Management** | Actively engage in the performance management process and take responsibility for managing performance outcomes. |
| **GDPR** | Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role. |
| **Adherence to Policies** | Be aware of and comply with all organisation policies. |
| **Other** | There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis. |

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| **Values** | | |
| Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution. | | |
| **Value** | **Competency** | **Behaviour** |
| **Collaborative** | Team Focussed | Works as part of team, managing and leading. |
| Service Driven | Customer, resident, and partner focussed. |
| **Driven** | Empowered & Accountable | Takes ownership and leads when needed. |
| Performance Focused | Ambitious and going the extra mile. |
| **Inclusive** | ‘One Organisation’ Mindset | Believe in each other’s expertise. |
| Open & Honest | We do what we say we are going to do. |
| **Innovative** | Forward Thinking | Embrace change and open to new possibilities. |
| Problem Solving | Go for clear and simple whenever possible. |

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| **Additional Post Requirements** | | | | | | | | | |
| **Essential**  **Car User** | | **Politically Restricted Post** | | **Disclosure and Barring Service (DBS)** | | | | **Vetting** | |
| Yes | No | Yes | No | Basic | Standard | Enhanced | None | Yes | No |

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| **Job Evaluation Details** | | | |
| **Date Evaluation Agreed:** | **Job Family** | **Level/Grade:** | **JEP Reference:** |
| 4/10/24 | Business/Admin | SP24-SP28 | JEP430 |