



Job Description

Job Title:	Business Continuity Resilience, Response and Recovery Officer
Directorate/Team:	People and Culture Services / Facilities and Workplace Services
Location:	16 Summer Lane or other site/location
Responsible to:	Business Continuity Resilience, Response and Recovery Manager
Responsible for:	None
Key working relationships: (internal)	Collaboration with ALL directorates across the WMCA, and Incident management team, it will have strong links with operational plan owners (Transport for West Midlands Events and Emergency planning team, Digital and Data, Communications, Operational and strategic asset emergency planning colleagues), as well as business continuity ambassadors.
Key working relationships: (external)	Collaborating with external stakeholders regionally on areas of Business Continuity Resilience, Response, and Recovery planning as well as on occasions nationally across other combined authorities

Purpose of the Post

To assist the Business Continuity Resilience, Response and Recovery Manager, in maintaining and developing existing plans and progressing planning across the entirety of the WMCA ensuring compliance and standards are met.

During major incidents, events, or significant disruption to the WMCA, the individual will support the organisation's response where required.

Accountabilities

Support the delivery and synergies with all disaster recovery plans in the WMCA working in collaboration with the Incident Management Team and individual plan owners during an incident.

Shape and support the continuous testing and engagement of the WMCA Resilience, Response and Recovery Plans, with the opportunity to deliver training scenario sessions.

In addition, the post holder will monitor the WMCA Directorate Business Impact Assessments ensuring they remain accurate to be able to respond and recover from an incident, as well as monitoring any business change and trigger points for updates and supporting in the reporting of findings.

Responsibilities

Strategic

- Engage with SME operational plan owners across WMCA to ensure a coordinated and intelligence-led approach to BC planning.
- Conduct post-incident and operational plan reviews to implement improvements and update response strategies.
- Recommend improvements to all WMCA plans and create synergies.
- Recommend improvements to WMCA's BIAs and broader Business Continuity, resilience, response, and recovery plans and its supporting framework strategy.
- Deliver robust reporting mechanisms to inform the Executive team, panels and boards.
- Work flexibly and with integrity to meet the needs of the WMCA and the Facilities and Workplace Services function.

People

- Lead WMCA's training and exercise and validation plan, ensuring preparedness and awareness of emergency response among colleagues.
- Organise and lead WMCA-wide engagement sessions, such as lunch and learns, to ensure ongoing understanding of the BC plan.
- Engage internal stakeholders to ensure effective reporting and alignment with existing processes.
- Lead incident response coordination with WMCA leads, offering subject matter expertise for detailed planning.
- Support the West Midlands Local Resilience Forums (LRF) by informing partners about WMCA's business impact, risks, and mitigations.
- Prepare and present verbal and written communications and reports for various stakeholders.
- Represent WMCA at relevant forums, articulating the organisation's capabilities in event delivery and incident response.
- Delegate tasks to the Programme Coordinator, to ensure timely programme progress.

Operational

- Plan and coordinate operational and tactical activities for pre-planned events within the West Midlands Combined Authority (WMCA).
- Provide the Incident Management team with essential documents to ensure effective incident response.
- Collaborate on and manage Operational Orders for major events and activities across the WMCA.
- Assist in recovery efforts and coordinate responses for significant incidents.
- Implement changes from Business Continuity (BC) plan reviews to enhance efficiency and team performance.
- Supporting in the maintenance, alignment and review of a comprehensive training plan for on-call personnel, ensuring adherence to legislation and scrutiny forums to include gold, silver, and bronze levels.
- Collaborate with TFWM and WMCA colleagues to ensure disaster recovery plans are effective.
- Prepare, maintain, and test WMCA's business continuity plans with subject matter experts for peer review.
- Manage training and exercise logs for key personnel, including horizon scanning and forward planning for potential issues.
- Manage and update Business Impact Assessments (BIAs) across WMCA to ensure accuracy and relevance.
- Adjust and update BIAs as needed when changes occur and create new BIAs for new areas or departments within WMCA.
- Lead the Business Continuity Management System, ensuring documentation is auditable and up to date.
- Manage the BC events calendar to inform planning and training arrangements.
- Lead and support WMCA in Business Continuity planning, including overseeing gold, silver, and bronze rota changes.
- Lead the coordination of our On Call teams, managing weekly communication and engagement.
- Support and coordinate arrangements for Business Continuity Awareness Week.
- Work with WMCA directorates, risk, and info security teams to proactively plan for potential risks and incidents.
- Support crisis communications notification emails to on-call staff and executives as well as any other communication related to the incident.
- Ensure the BC Plan and Management System provide detailed insights into directorate activities.
- Collaborate with plan leads within WMCA to coordinate responses to incidents impacting the authority.
- Inform BC Planning through regular research and networking to ensure current and up to date best practice is used, making recommendations for implementation and continuous improvements to our BCMS where possible.

Financial

- Oversee governance, auditing, ISO standards, and compliance monitoring.
- Understand the BC budget and support spending to improve programme delivery.
- Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.

Other
<ul style="list-style-type: none"> • Stay informed and enforce relevant legislation and standards. • Deputise for the Business Continuity Resilience, Response, and Recovery Manager as needed. • During major incidents, events, or significant disruption to the WMCA, the individual will support the organisation's response during office hours and on occasion outside of normal office hours. • Represent the WMCA in a professional manner. • Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced ?		
	E	D	A	I	T
Experience	E	D	A	I	T
Experience in Event, Emergency or Business Continuity Planning	X				
Experience of working with Business Continuity or Incident Management systems		X			
Experience of working with multiple stakeholders and managing that interface.	X				
Experience of continuous improvement and identifying where efficiencies can be made	X				
Skills / Knowledge	E	D	A	I	T
Business Continuity, Resilience, Response and Recovery planning knowledge and practices	X				
Sound working knowledge and good understanding of the corporate environment	X				
Excellent communication skills both written and verbal.	X				
Understanding BC legislation		X			
Qualification / Education / Training	E	D	A	I	T
BC/EP qualification or equivalent experience.	X				
Appropriate vetting as required (or prepared to go through process)		X			

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

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.

Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
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.

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.

Additional Post Requirements

Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
26/02/2026	JEP746	SP28-SP32	