

## Job Description

<b>Role Title:</b>	Operational Resilience Lead
<b>Team:</b>	First Line Risk
<b>Reporting to:</b>	Chief Operating Officer
<b>Direct Reports:</b>	N/A
<b>Salary:</b>	£50,000 to £55,000
<b>Contract:</b>	Permanent, Full Time
<b>Hours:</b>	35 hours per week, Monday – Friday, 7 hours per day, between the hours of 9am and 5pm (1-hour unpaid lunch)
<b>Place of Work:</b>	Silsden / Hybrid with a minimum of 2 days in the office (as agreed with manager) /Home Working
<b>Benefits:</b>	25 days holiday, plus bank holidays, Company Pension

### Role Purpose

This role encompasses a range of activities that make up the Society's Operational Resilience Framework. You will play a lead role in ensuring the Society identifies, monitors, remediates, and reports on operational resilience related tasks.

### Main Duties & Areas of Responsibility

#### Operational Resilience

- Lead the Society's Operational Resilience activity ensuring the Society fulfils its regulatory objectives and continues to deliver a robust and compliant Operational Resilience Framework
- Contribute to the ongoing development and maintenance of the Operational Resilience Framework, ensuring a consistent approach across all functions.
- Lead the identification, monitoring, maintenance and reporting of Important Business Services and Impact Tolerance levels.
- Advising and supporting business functions in completing annual Business Impact Assessments and development of functional Business Continuity Plans, providing independent challenge to the assumptions of each 1st line business function
- Contributing to the development and maintenance of a testing schedule to validate the Society's response to a range of threats and severe but plausible scenarios, including conducting ongoing micro scenarios exercises.

#### Outsourcing & Third-Party Risk Management

- Lead the Society's approach ensuring ongoing monitoring, due diligence, and relationship management remain within risk appetite.
- Ongoing development of processes for the identification of all material third party arrangements

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- Work closely with key stakeholders to ensure all risks are considered, and controls implemented, throughout the life cycle of an arrangement.
- Ensure each arrangement has a documented risk assessment and materiality assessment, which is reviewed at appropriate intervals.
- Ensure each material arrangement has a documented business continuity plan and exit strategy in place, which is tested (as appropriate) and updated on a regular basis.
- Ensure all relevant internal approvals are obtained prior to the commencement, and during the lifecycle, of an arrangement.

### Risk Management

- Provide advice and guidance on the maintenance of an effective internal control environment facing the Society. Develop and enhance the risk culture within the Society.
- Support the operationalisation of risk / regulatory change within the Society.
- Facilitate the change management process within the Society and provide support on the risk assessment for new initiatives.

### Skills and Experience

- **A professional qualification** in the domain of operational resilience or risk management (e.g., Diploma Qualifications from IRM).
- **Strong background** in Risk Management and understanding of the impact of risk in a business as well as being able to demonstrate an awareness of risk process theories/practices especially within regulated financial services (PRA and FCA).
- **Excellent judgement and analytical skills;** with an ability to filter a lot of data (which may be complex), pull out the relevant information and quickly draw conclusions.
- **Strong collaboration skills,** including listening and compassion, working effectively within a team and co-ordinating with colleagues across the Society.
- **Good written and oral communication skills.** You should be able to influence and challenge while building and managing relationships with both internal and external stakeholders; and
- **Outcomes focused and excellent workload management skills.** You will need to adapt rapidly to changing priorities and work well in fast paced situations.

### Values

### Behaviours

#### Fairness:

Treating everyone individually and with respect

**Respect:** Due regard, care and consideration for colleagues, members, community, and the environment.

**Shared Purpose:** A core purpose shared across the Society.

<p><b>Openness:</b> Receptiveness to each other’s views and opinions</p>	<p><b>Honestly:</b> Speaking and acting truthfully and ethically.</p>
	<p><b>Openness (Receptiveness):</b> Open to internal challenge and external review and to sharing ideas and good practice.</p>
<p><b>Responsibility:</b> Doing what we say we’ll do. Making pragmatic decisions staying true to our values</p>	<p><b>Accountability:</b> Willing to accept responsibility. Challenges inappropriate behaviour.</p>
	<p><b>Reliability:</b> Consistently meeting external and internal commitments. Simply doing what we say we will do.</p>
<p><b>Co-operation:</b> Working together, receptive to the knowledge and opinions of others</p>	<p><b>Competence:</b> Knowledge and skill to do the job well. Keen to continually learn new skills and improve role-specific knowledge.</p>
	<p><b>Team Working:</b> Collaboration and consideration for immediate and wider teams.</p>
<p><b>Activism:</b> Empowering colleagues to be advocates for change</p>	<p><b>Responsiveness:</b> Ability to adapt and innovate. Improvements made from lessons learnt. Allowing individuals to exercise appropriate autonomy and to deploy judgement they have developed.</p>
	<p><b>Resilience:</b> Capacity to recover quickly from difficulties and shocks.</p>

Acceptance

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_