

Job Profile

Business Resilience Specialist

Group: Finance, Commercial & Digital

Job Summary

To be completed by People and Culture team			
Job Family	Strategy, Change & Planning	Career Stage	E
Job Function	Business Planning and Strategy	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	ICE	Last Modified Date	8/06/2022
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Water and wastewater are essential services. The purpose of this role is to coordinate the implementation of the business resilience framework across Sydney Water to ensure continued delivery of products, services, support functions and achievement of organisational resilience objectives to meet our customer's expectations.



Accountabilities

Job Specific	• Coordinate and support the implementation of the enterprise-wide business resilience framework across Sydney Water to ensure delivery of aligned resilience objectives • Work collaboratively with all functional and operational stakeholders to ensure overlaps, gaps, conflicts and inconsistencies are identified and removed • Coordinate processes to support resilience risk management, including business impact, threat and vulnerability and risk assessments • Provide specialist advice to Managers regarding threats, emerging trends and risks to organisational resilience • Monitor domestic and international standards, leading thinking and initiatives in the fields of threat management, incident, emergency and crisis management, business continuity and risk management and incorporate best practices into the Business Resilience Framework • Coordinate the development of business continuity plans and hazard plans • Develop and deliver Business Resilience training and awareness programs to raise capabilities and promote a resilience culture • Deliver business resilience test, exercise and assurance programs • Develop, maintain and enhance the Sydney Water relationship with external security and emergency service organisations including NSW Police, Rural Fire Service, Fire & Rescue, State Emergency Service, etc • Develop, maintain and enhance the relationship with external agencies to help minimise disruption to customers and the community, e.g. local government, NSWHealth, WaterNSW, NSW Public Works etc • Advise and coordinate the availability of alternative recovery sites, and maintain recovery equipment, emergency control centres and associated assets and systems to enable effective response • Advise and coordinate with Digital Business Incident and Disaster Recovery resources to deliver business resilience outcomes. • Provide technical emergency management advice to Controllers during events • Contribute to integrated reporting to the Sydney Water Executive, Audit and Risk Committee and the Board as required • This role coordinates the implementation of the Business Resilience framework for incident, emergency and crisis management, business continuity and critical infrastructure resilience • This includes all aspects of the Prevent, Prepare, Respond and Recover phases • Staff are required to monitor threats during and outside normal business hours and may be required to respond to provide emergency management expertise
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Role Requirements

Education / Qualifications

Required	Relevant tertiary qualifications in business continuity management, emergency management, security management, risk management or similar, or demonstrable equivalent experience.
Desired	

Certifications / Licences

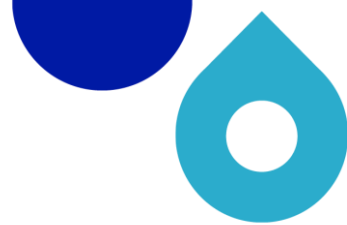
Required	
Desired	

Experience

Required	5-7 years experience in a similar role for a large multinational or government organisation - Relevant and recent experience in the development and application of business resilience frameworks in large decentralised/distributed services organisations in support of delivery of mission critical services - Practical experience designing and implementing toolsets, guidelines and training in support of framework implementation, delivery and assurance - Proven experience in supporting complex incidents, emergencies, crises and disasters - Demonstrated experience analysing and auditing policies, systems, plans and processes. - Practical knowledge and experience in the implementation and management of business continuity, emergency management, crisis management risk management - Familiarity with national and international standards in the fields of Organisational Resilience, Business - Continuity, Emergency Management, Crisis Management, and Risk Management - Excellent written and oral communication skills with a strong customer focus - Experience in networking and group interaction, with an ability to function as a change agent - Excellent conceptual and critical thinking skills with the ability to pragmatically solve problems - Demonstrated success in prioritising competing requirements and working to strict deadlines in a highvolume work environment
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	• Excellent presentation skills underpinned by strong negotiating and influencing skills • Ability to engage with and mobilise people at all levels in an organisation, including external stakeholders. • High attention to detail and an ability to research, source and analyse multiple complex data sets in support of multiple identified objectives. • Initiative, diligence, perseverance and ability to work with minimal supervision. • Demonstrated ability to evaluate and improve the performance of systems and processes in relation to meeting business objectives and priorities. • Broad knowledge of business continuity management encompassing business continuity planning and business impact analysis, security management, crisis and emergency management and the governance principles for IT DR/service continuity management, as they apply in a corporate environment. • Detailed understanding of ISO22301/ISO22313 Business Continuity standards and related guidelines • Familiarity with the BCP/DR principles of ISO27001 Information Security Management
Desired	• Membership of the Business Continuity Institute or similar association • Established external relationships and networks in support of resilience outcomes. • Experience in developing and conducting comprehensive and complex, multi-party exercises. • Demonstrated ability to evaluate and improve the performance of systems and processes in relation • to meeting business objectives and priorities • Knowledge of Sydney's natural threat profile and Sydney Water's operating environment. • Practical, hands on experience with the assessment and deployment of IT based BCM tools Sydney • Water expects all staff to do other projects and perform additional duties as required



Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Business Continuity Planning	1	Essential	Advanced
Emergency Management	2	Essential	Advanced
Change Management	3	Essential	Intermediate
Risk Management	4	Essential	Intermediate
Relationship Building	5	Essential	Intermediate
Influencing Skills	6	Desirable	Advanced
Empathy	7	Essential	Intermediate
Writing	8	Essential	Advanced
Troubleshooting (Problem Solving)	9	Desirable	Intermediate
Interpersonal Communications	10	Desirable	Intermediate
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.