

Job Profile for Operational Resilience Lead

Responsible for supporting the implementation and strengthening of the company's operational resilience framework and policies. This includes ensuring that a consistent framework is in place to systematically identify, measure, mitigate, report, monitor and manage the most significant resilience risks. The Operational resilience lead will also support the daily processes and activities that alert management about new issues and risks evolution while also managing the day-to-day operations and resources of the operational resilience team.

Role Qualification:

- **Academic/Professional:** Bachelor's degree in Risk/Business Continuity Management or relevant industry experience.
- Professional certification in (CBCI, DRI, ISO 22301:2019 etc.) will be an added advantage.

Work Experience: 6+ years of applicable experience, preferably in financial services

Key Responsibilities:

- Develop, review and coordinate implementation of Operational Resilience Policy
- Develop, coordinate, and monitor the action plan for Operational Resilience.
- Support process owners in the development, review, and overall execution of the BIA process
- Identify main assets to be considered from the Business Impact Analysis results (e.g., critical IT applications, critical third parties, etc.)
- Ensure to obtain base information from collaborating areas (e.g., list of Local Applications, Local Risk Tolerance and Local Entities buildings)
- Provide training to the BC Correspondents on how to complete the BIA questionnaire.
- Develop a consolidated BIA report, ensuring its validation and sign off by the BCM Sponsor.
- Define and implement a Risk Action Plan, obtain approval of Risk Assessment and Risk Action Plan by BCM Committee or Local Risk Committee (mandatory depending on Business Unit / Entity target level)
- Coordinate and support the development and execution of the Third-Party assessments.
- Review assessment results and confirm rating of Third Party's risk level.

- Undertake analysis with Business Departments/Transversal Department to understand what capabilities can be made available to support a recovery if those risks materialize.
- Document BC strategy options, including advantages and disadvantages for each, and what additional work would be needed to make the strategy viable.
- Validate BC strategy options with BCM Sponsor and agreed preferred option.
- Document work plan needed to implement the selected BC strategy.
- Obtain validation and approval for BC strategy document.
- Support Risk and Communications to organize and facilitate risk and issues mapping sessions.
- Assume day-to-day responsibility for crisis management in the Entity/Business Unit covering all offices and operations.
- Support the Crisis Leader, ensuring agreed processes are followed.
- Coordinate gathering of service continuity from the business (together with ITSCM first line Manager) and ensure they are communicated to the Service Manager, IT Infrastructure Manager, and application teams.
- Coordinate and lead; alongside the ITSCM first line Manager; the execution of the ITSC requirements (detailed below) and the controls library detailed in the Operational Resilience policy
- Work with the ITSCM first line Manager to define IT service continuity business requirements for each IT critical resource and / or service identified by BCM.
- Document, review and validate ITSCM strategy at least once a year; ensure all ITSC strategies and disaster recovery procedures work properly through the execution of tests.

Required Skills and Competencies

- Good knowledge of insurance business structure (development, dependencies, features etc.)
- Office suite: Excel, Access, and PowerPoint.
- Strong attention to detail
- Desire to learn and take on responsibility.
- Strong networking capability and influence
- Ability to handle deadline-oriented work.
- Highly motivated
- Strong verbal and written communication skills
- Good “timekeeper”
- Results oriented.
- Team leadership and team player
- Strategic, critical, and analytical thinking and pragmatic problem solving.
- Good communication, negotiation, and presentation skills
- Good organizational, analytical and research skills
- Ability to work well under pressure.

- Ability to interact and elicit cooperation from a wide variety of sources, including management, clients, other departments, and vendors.

Interested Applicants should send their CVs to **jobtalentrecruit@gmail.com** stating the role applied for as subject of mail. e.g., “Operational Resilience Lead”.