

Job Description



Risk Management & Business Continuity

1. Job Details:

Job Title:	Head of Business Continuity	Reports to:	Risk Management Director
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2. Job Purpose:

Responsible for implementing and maintaining an effective Business Continuity Management (BCM) program, thus enhancing the organisations overall resilience framework.

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

Accountability for annual operating budget / project budget / sales revenue:			
Nature of financial accountability: n/a		Magnitude of financial accountability: n/a	
# staff supervised:	1	# direct reports:	0
# contractors/others:		# contractors/others:	0

4. Key Result Areas:

KEY RESULT AREAS

- Develop and maintain BCM policies & procedures, including implementation, management, & validation guidelines; establish success criteria in order to evaluate program effectiveness
- Ensure BCM alignment to the QF incident management model for emergency response and crisis management, IT service continuity processes, and crisis communications procedures
- Carry out Business Impact Analyses (BIAs) and help entities carry out BIAs. Carry out interviews to refine and validate BIA results in order to obtain the information needed to create BCM plans
- Design and deliver training sessions, including practice responses to potential scenarios, so that participants gain hands-on experience by practicing responses to realistic situations
- Help entities, including pilot entities, develop customized BCM plans and help QF's supply chain develop a BCM framework; develop audit schedules & audit criteria
- Support entities with required annual maintenance activities, e.g., BCM plan reviews
- Produce BCM checklists and emergency packs to ensure BCM response readiness
- Administer QF BCM software to achieve optimal results. As functionalities are added, update and distribution additional documentation (e.g., instructions and FAQs)
- Design and deliver a comprehensive training & awareness program, to include orientation sessions for senior management & embedded BCM partners ("BCM Champions"); BCM software training for BCM Champions; BCM methodology training for critical QF suppliers; basic BCM training for Procurement staff; hands-on training sessions & debriefings; and refresher courses
- Carry out gap analyses, such as for IT Disaster Recovery (ITDR) and third-party assessments (such as for the QF supply chain). Conduct regular periodic assessments of target groups to identify areas of weakness in regard to BCM competencies; create and carry out corrective action plans
- Carry out simulations, including limited IT-related tests at preferred relocation areas to wide-scale relocation exercises in order to validate preparedness and identify areas for improvement
- Lead a Resilience Working Group to foster sustained collaboration among HSSE, IT, Procurement, Communications, & FM, and support implementation of initiatives
- Organize an annual campaign for BCM Awareness Week in May to keep BCM awareness high
- Manage the QF BCM microsite so that information therein is accurate and current
- Track and report activity status, issues, risks, escalations, and decisions for management use
- Provide evidence for any critical program changes, including justifications, scope, schedule, and financials
- During a disruption, liaise with BCM Champions and other critical parties to assess the situation and recommend interim measures & recovery solutions to ensure maintenance of key operations and facilitate overall recovery team efforts. Provide support to the QF Level 2 Emergency Management Team as required

- Other reasonable tasks as assigned by supervisor

5. Operating Environment, Framework & Boundaries:

Work is performed in a standard office environment. May require occasional work outside of normal working hours. Must comply with QF health, safety, and environment policy as well as legal regulations applicable to areas of responsibility.

6. Communications and Working Relationships:

- Risk team – regular contact to collaborate on planning and exchange information
- BCM champions & QF entity management – regular contact to exchange information and provide training and support
- Contact required in the event of actual incidents / crises

7. Problem Solving & Complexity:

- Evaluates different options when solving problems
- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

9. Minimum Knowledge, Skills & Experience:

- Bachelor’s degree in Business Continuity Planning, or other relevant field; additional degree in Management, Risk Management, or Insurance preferred
- Certification by the Business Continuity Institute (BCI) or ITDR training would be advantageous
- 6-8 years of Business Continuity Management, Disaster Preparedness, and / or Crisis Management experience
- Good knowledge of Qatar’s regulatory standards is an advantage
- Excellent interpersonal communication and presentation skills; training experience preferred
- Excellent writing skills with the ability to draft and edit a variety of written reports and communications and to articulate ideas clearly and concisely; Arabic proficiency is an advantage
- Proficiency in MS Office applications

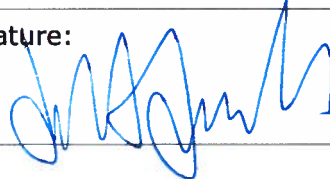
10. Approvals:

Statements in this Job Description are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.

Approved: Risk Management
Director

Name: Scott Saunders

Signature:



Date: 250717