

ROLE PROFILE

Job Title	IT Service Continuity Manager
Business Unit / Group Function	Central Services
BU Team / Sub-Function	GTS
Location	SBP
Leader	Planning & Governance Leader
People Leadership	No
Job Level	4A
Role Purpose Responsible for establishing and maintaining the Service Continuity strategy and plans for infrastructure and core business applications. Ensure implementation IT Service Continuity and Disaster Recovery processes and manage risks that could seriously impact IT services in case of disaster events	
Accountabilities <ul style="list-style-type: none"> • Design, maintain and communicate IT service continuity plans for identified business critical systems to ensure ongoing service provision during disaster or similar events • Manage the development and implementation of the necessary reviews and tests to underpin the service continuity plan and meet both recovery point and recovery time objectives • Perform Business Impact Analysis (BIA) and risk assessments to reduce the likelihood of significant service outage or disasters • Manage the resolution of service continuity/ disaster recovery incidents by providing specialist input, ensuring incident management processes are followed and directing remediation/ recovery processes, as required to meet business objectives • Provide Service Continuity and Disaster recovery expertise to meet business objectives • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes • Work cross functionally with the Compliance (business) team to ensure that ITSCM and Business Continuity objectives and plans are aligned • Ensure that all relevant ITSCM related documentation is maintained and kept available via the appropriate business continuity system • Manage and maintain the ITSCM / Business continuity software to ensure maximum benefit is gained and strict process can be followed • Provide training and guidance to all relevant stakeholders including senior stakeholders from the incident escalation chain to ensure full understanding and compliance 	
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Competencies

Deciding and Initiating Action <ul style="list-style-type: none"> • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative, acts with confidence and works, • Initiates and generates activity 	Relating and Networking <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others 	Applying Expertise and Technology <ul style="list-style-type: none"> • Applies specialist and detailed technical expertise • Develops job knowledge and expertise through continual professional development • Shares expertise and knowledge with others • Uses technology to achieve work objectives • Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity • Demonstrates an understanding of different organisational departments and functions
Formulating Strategies and Concepts <ul style="list-style-type: none"> • Works strategically to realise organisational goals • Sets and develops strategies • Identifies, develops positive and compelling visions of the organisation's future potential • Takes account of a wide range of issues across, and related to, the organisation 	Planning and Organising <ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively • Monitors performance against deadlines and milestones 	Adapting and Responding to Change <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences. • Deals with ambiguity, making positive use of the opportunities it presents.

Skills and Experience

Educated to degree level or equivalent experience
Expert level knowledge of ISO20000 / 22301 with practical experience of implementation and accreditation
Subject Matter Expert in IT Services and Systems offering recovery and resilience services such as VMware, Cloud technology's (SaaS, PaaS, and IaaS), Comvault / equivalent backup software.
Previous experience in a Service Continuity Role and alignment with wider BCM (Business Continuity Management)
Demonstrable experience in creating formal large change documentation e.g. transformation plans / roadmaps/ business cases with an Architectural stance

Strong technology background across a set of technologies
Experience running a continuity work stream, team or service and aligning within wider IT GRC frameworks
Ability to engage and influence all IT and appropriate senior business stakeholders