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| cid:image003.png@01D2932A.1F9825A0 | **ROLE PROFILE** |
| Senior Operational Resilience Manager |
| **Reports to:** | Senior Operational Resilience & Continuity Manager |
| **Grade:** | Lead Professional / Technical | **Job Family:**  | Risk Management |
| **Leadership Responsibility:** | Direct Reports: | 5 | Indirect Reports: | 0 | **Regulatory Information:**  | Not Applicable |
| **Location:** | Coventry Area, with occasional travel | Working hours: | Monday – Friday, 35 hours per week. Flexibility required |
| **ABOUT THE ROLE**  |
| This role is responsible for leading the Society’s approach to operational resilience, including implementation of the Operational Resilience Strategy and Framework, compliance with regulatory obligations and managing the Operational Resilience team. The purpose of this role is to:* Develop and maintain the Society’s Operational Resilience Strategy & Framework in order to meet regulatory expectations (both FCA and PRA)
* Lead a programme of work to embed the Operational Resilience Strategy & Framework
* Lead the Operational Resilience Team as part of the Risk Function
* Represent Operational Resilience as an active member of the Resilience and Continuity Committee
* Support and attend appropriate Risk Committees; including Operational Risk Committee and Board Risk Committee when required for reporting of MI and progress against the approved programme for Operational Resilience

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| **ABOUT YOU**  |
| The successful candidate will have extensive experience of Operational Resilience, ideally within the financial service sector or within a similarly regulated environment.You will be a self-motivated, proactive self-starter who possesses excellent inter-personal, communication and organisational skills. You can act as a positive role model for staff and display a positive attitude and enthusiasm.You will have proven team leadership skills and demonstrate a strong sense of ownership and accountability. You will be comfortable operating in dynamic and evolving situations, and thrive on the opportunity to work to tight deadlines and offer pragmatic solutions. You will be required to travel to all business locations and to work flexibly when required (currently UK) only. |
| **REQUIREMENTS:**  |
| Likely to be qualified at degree level.In-depth knowledge of Operational Resilience within financial services, ideally within a retail banking environment.Wider appreciation of protective disciplines including business continuity and IT resilience, physical security, risk management, cyber security and third party resilience. Knowledge of industry best practice, standards, and regulatory (both PRA and FCA) and legal requirements related to Operational Resilience. A professional qualification from a relevant industry body is preferred. |

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| **YOUR KEY RESPONSIBILITIES**. (Additional detailed performance objectives will be set by your manager) |
| **General Profile** | Maintains an up-to-date knowledge of regulatory developments in Operational Resilience including working with industry bodies as the Society representative. Able to translate regulatory developments to brief key stakeholders at all levels of the Society, and ensure these are appropriately implemented and adhered to. Develop and embed a maintainable approach to Operational Resilience for the Society including coordination of the implementation programme through to embedment.Effectively leads the Operational Resilience team, providing direction to reports and key stakeholders.Develops and presents progress updates and MI through Risk Committee structures and to key stakeholders across the Society on a regular basis.  |
| **People & Relationships** | Ensures key stakeholders are effectively managed and receive regular and ongoing communications.Providing effective leadership and clear direction though setting objectives for members of the Operational Resilience team.Plans and reviews performance and development of self and the Operational Resilience team throughout the year in accordance with the Society's Performance Management System. |
| **Governance, Risk & Controls** | Maintain the Society’s Operational Resilience Strategy and Framework document in support of SMF 24 responsibilities of the Chief Operating Officer for Operational Resilience. Ongoing production of MI pack for Committees and gathering information on KRIs and activity measures.Monitoring external threats with stakeholders across the Society that can impact resilience and continuity of the Society’s operations. Active planning for management of external threats to the Society working with key stakeholders. |
| **Impact, Scale & Influence** | Identified as the Subject Matter Expert for Operational Resilience within the Society.Consistently seeks to add value to the Society through continuous self-development and by looking for ways for team to increasingly add value. |
| **Decision Making / Problem Solving**  | Working with key stakeholders to coordinate the analysis of processes and infrastructure to identify single points of failure, and provide input into the mitigation of these. |
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| **Comparable Roles** |  |