

BUILD A CITY. BUILD A FUTURE.



Business Continuity Manager

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

SCOPE

The Business Continuity Manager will provide oversight for the development, implementation, and maintenance of a comprehensive business continuity program. The Business Continuity Manager will play an essential role in ensuring the City's operations can effectively sustain Critical services during disruptions, including natural disasters, pandemics, cyber incidents, and other emergencies. This position requires strong leadership, strategic planning, and collaboration skills to safeguard the continuity of Critical services delivered by the City.

EMPLOYMENT STATUS

Exempt – Term (2 Years)

RESPONSIBILITIES

Plan Development and Implementation:

- Provide oversight for the development and maintenance of comprehensive business continuity plans for various City departments and functions.
- Identify critical business processes, resources, and dependencies to prioritize continuity efforts.
- Coordinate with department heads and stakeholders to ensure alignment with organizational objectives and regulatory requirements.

Impact Assessment and Mitigation:

- Create a framework for performing Business Impact Assessments aimed at pinpointing Critical services and devising mitigation strategies to support City operations.
- Implement strategies to mitigate risks and enhance resilience against disruptions.
- Stay updated on emerging threats and industry best practices to continuously improve preparedness measures.

Training and Awareness:

- Develop training programs to educate City employees on business continuity procedures and protocols.
- Foster a culture of preparedness and resilience across the organization through regular communication and awareness campaigns.

Incident Response and Recovery:

- Establish protocols and procedures for activating the business continuity plans during emergencies.
- Lead cross-functional teams in responding to incidents, including coordinating resource allocation and communication efforts.
- Facilitate post-incident reviews and debriefings to identify lessons learned and areas for improvement.

Partnership and Collaboration:

- Collaborate with external agencies, emergency responders, and community partners to enhance coordination and mutual assistance capabilities.
- Represent the City in regional and intergovernmental forums related to business continuity planning.

QUALIFICATIONS

- Post-secondary degree or diploma in business continuity or other specialization relevant to the position or a combination of education, training and/or work experience.
- Professional certification from either the Disaster Recovery Institute, the Business Continuity Institute, or other similarly reputable organizations is an asset.
- 10 years of related experience in business continuity and its implementation in a complex environment.
- Demonstrated extensive knowledge of standards, principles, and best practices related to business continuity planning.
- Understanding IT disaster recovery requirements.
- Demonstrated knowledge of organizational response models and best practices for significant emergencies and disruptions such as natural disasters, technological disruptions, pandemics, labour disruptions.
- Understanding emergency management standards, principles, and processes.
- Understanding of federal, provincial, and municipal laws, regulations, guidelines and best practices related to business continuity planning, and emergency management
- Excellence in customer service and project management.
- Experience in preparing reports for senior management.
- Excellence in strategic thinking and analysis, leadership, and team building.
- Strong attention to detail, judgment, and decision-making skills.
- Ability to work with and communicate with all levels of the organization, both verbally and in writing.
- Experience in training, leadership, and presentation skills.
- Ability to work in a team or independently to deliver quality results

Additional Info

- P3 - \$127,266 - \$149,725

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID #####.