

Job Description

Job Title: Business Continuity Manager

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department: The Business Continuity Manager role sits within the Estates and Sourcing Department at SLC. The function is responsible for designing and executing the SLC Business Continuity strategy and plans.

Grade: 5

Reporting to: Head of Estates and Sourcing

Budget Responsibility: £300k

Line Management Responsibility: 2/3 people

Job Purpose: The Business Continuity Manager will have end-to-end responsibility for the development and implementation of the SLC Business Continuity strategy and will take direction from the Head of Estates and Sourcing.

The Business Continuity Manager will be responsible for working with the SLC senior management team to develop and test robust departmental and organisational Business Continuity Plans (BCP).

Working with the relevant lead person for each area, the post holder will identify gaps in the Business Continuity Plans. Working with the Business Continuity Co-ordinators he/she will create an action plan to close the identified gaps and then manage that plan through execution.

Key responsibilities:

- Work with all business areas to develop and maintain a corporate-wide BCP program that addresses business recovery and emergency response management
- Manage the BCP Co-ordinators to develop effective working relationships and documented BCP plans
- Liaise with key infrastructure teams to identify gaps, set recovery time objectives and convey

business needs/expectations

- Develop the Enterprise level BCP plans and challenge business leads on identification of critical functions and needs
- Design and outline BCP goals, objectives and scope for business plans and Crisis Management Support and assist in the development of BCP planning and goals
- Support the Head of Estates and Sourcing in aligning all BCP planning, initiatives and goals with organisational goals and Infrastructure capabilities
- Identify and make recommendations for solutions to infrastructure obstacles and business challenges
- Develop and execute maintenance and testing programs for all BC plans
- Design and implement tests and exercises of the BC plans and crisis management process
- Facilitate and support the execution of the plans at the time of a BC invocation
- Support the major incident management team with critical components of the plan in order that they can make decisions in the event of an incident
- Provide visibility and reporting to the Head of Estates and Sourcing on the critical components and readiness of the business plans and supporting processes and infrastructure.

Knowledge, Skills and Experience:

- Continuity Planning Certification
- 3 years managing business continuity within a large multi-site organization
- In-depth knowledge of Business Continuity Systems and Processes
- Experience of Work Area Recovery testing
- Experience of BCP desktop testing
- Strong verbal and written communication skills
- Experience of working in a multi-disciplinary environment in public or private sectors, managing high profile suppliers and stakeholders
- Experience of managing multiple work streams simultaneously
- Experience of managing and developing team members
- Excellent leadership, delegation and management skills
- Excellent planning and organisational skills
- A strong understanding of the approaches and techniques needed to develop the skills, competencies and the effectiveness of teams
- Budgetary management skills and experience
- Strong stakeholder management skills at a senior/board level
- Excellent communication and negotiation skills to build effective working relationships with multiple internal and external stakeholders.