

Job Description

Job Title: Risk, Business Continuity & Major Incident Manager

Faculty/Directorate: Strategic Planning & Insight

Grade: G

Role profile: SMG1

Full time: 37 Hours per/week

Fixed Term

	Duties of the role
Overall purpose of the role	To lead the development, implementation and continual improvement of the University's Risk Management, Business Continuity and Major Incident Management frameworks, ensuring the institution can effectively identify, assess and mitigate risks, maintain critical services during disruption, and coordinate effective responses to major incidents and crises. The postholder will provide specialist expertise and advice to senior leaders, professional services and academic departments, promoting a culture of resilience, preparedness and continuous improvement across the University. The role is accountable for developing governance, policies, procedures and assurance activities that support institutional resilience and operational effectiveness.
Main duties and responsibilities	Risk Management • Lead the development and continual improvement of the University's risk management framework. • Facilitate strategic and operational risk assessments across academic and professional service areas. • Maintain and review corporate and operational risk registers, ensuring risks are appropriately identified, assessed, escalated and managed. • Produce high-quality risk reports, dashboards and management information for senior leadership, committees and governance bodies. • Provide expert advice and guidance on risk management methodologies, controls and mitigation strategies. Business Continuity Management • Develop, implement and maintain the University's Business Continuity Management framework. • Conduct Business Impact Assessments and risk assessments to identify critical services, dependencies and recovery requirements. • Support departments in developing, maintaining and testing Business Continuity Plans. • Design and coordinate annual exercising and testing programmes including tabletop exercises, simulations and recovery tests. • Monitor compliance with business continuity policies and provide assurance reporting to senior stakeholders. Major Incident Management • Develop and maintain the University's Major Incident Management framework, procedures and governance arrangements. • Act as subject matter expert during major incidents, crises and significant service disruptions. • Coordinate incident response activities, ensuring effective communication, escalation and stakeholder engagement. • Facilitate incident reviews, lessons learned activities and the implementation of improvement actions.

	Duties of the role
	• Maintain incident documentation, reporting and audit trails. Stakeholder Engagement and Training • Build effective relationships with senior leaders, professional services and academic departments. • Deliver training, awareness sessions and workshops to enhance organisational resilience and preparedness. • Promote a culture of risk awareness, resilience and continuous improvement throughout the University. • Represent the University in sector networks, forums and resilience partnerships where appropriate. General • Perform any other duties commensurate with the grade of the post as reasonably required. • Act as a role model and act in accordance with the University's Leadership and Management Standards and Behaviours framework aligned to DMU values below. Collaborative - encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development. Compassionate - provide honest and constructive feedback, foster a safe and open work environment, deliver difficult decisions with credibility, and act with integrity and transparency. Creative - create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement. Community minded - encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect. Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or Desirable	*Method of assessment			
			A	I	T	D
Qualifications & Training	Degree or equivalent professional experience	Essential	x			x
	Professional qualification in Business Continuity, Risk Management, Resilience or related discipline	Desirable	x			x
	Evidence of continuing professional development	Desirable	x	x		
Previous Work Experience	Experience in Business Continuity Management within a complex organisation	Essential	x	x		
	Experience of developing and implementing risk management frameworks and processes	Essential	x	x		
	Experience coordinating responses to major incidents, service disruptions or crisis events	Essential	x	x		
	Experience facilitating risk assessments, business impact assessments and continuity planning activities	Essential	x	x		
	Experience within Higher Education, Public Sector or similarly complex environment	Desirable	x	x		
Specific Knowledge, Skills, Abilities, Motivation, Attitude Required	Expert knowledge of Business Continuity Management principles and best practice	Essential	x	x		
	Knowledge of Major Incident Management methodologies and governance arrangements	Essential	x	x		
	Strong analytical and problem-solving skills and ability to interpret complex information and provide practical recommendations	Essential	x	x	x	
	Excellent written communication skills, including report and policy writing and excellent verbal communication and presentation skills.	Essential	x	x		
	Ability to influence and engage stakeholders at all organisational levels. Ability to work effectively under pressure and during major incidents	Essential	x	x		

Area of responsibility	Requirements	Essential or Desirable	*Method of assessment			
			A	I	T	D
	Ability to manage competing priorities and deliver outcomes independently	Essential	x	x		
	Knowledge of the Higher Education regulatory environment	Desirable	x	x		
Our Values and Behaviours at DMU						
Collaborative	Foster team collaboration and the exchange of best practices, establish clear and ambitious goals, develop work plans focused on achieving outcomes, and identify and nurture individual strengths to support development	Essential				
Compassionate	Offer honest and constructive feedback, cultivate a secure and open workplace, make difficult decisions with credibility, and act with integrity and transparency	Essential				
Creative	Cultivate an environment that promotes questioning and idea sharing, minimises bureaucratic hurdles, encourages open dialogue about mistakes, and engages the teams in ongoing service improvement.	Essential				
Community-minded	Encourage diverse viewpoints, swiftly address conflicts and inappropriate behaviours, and nurture a culture of mutual respect.	Essential				

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**