

Role Profile

Position Title	Operational Resilience Analyst
Position Code	
Directorate	Risk
Reports to (Position)	Head of Business Continuity
Role type	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Fixed Term <input type="checkbox"/> Secondment <input type="checkbox"/> Contract
Contract Term (if applicable)	
Line management Responsibilities?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Grade	15
Working hours	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time FTE:
Location	2 Thomas More Square, London E1W 1YN. Reasonable travel.
Context of the role	<p>The Risk Directorate is made up of the risk, cyber, compliance and business continuity teams. It provides consistent and accurate identification, evaluation, management and mitigation of risk to the payments ecosystem.</p> <p>The Directorate is responsible for the development and delivery of enterprise risk management strategy across all areas and stakeholders of Pay.UK including the approach to systemic risk management of the wider payments ecosystem, consistent with the wider engagement strategy.</p> <p>In addition, it is responsible for the Information Security strategy across all areas of Pay.UK including suppliers and the wider payments ecosystem.</p> <p>The Directorate ensures continuous development of risk capability across Pay.UK via the development and maintenance of the; Enterprise Risk Framework, Compliance framework, Operational Resilience framework and Information Security control framework.</p> <p>Operational Resilience and Business Continuity management are critical elements for ensuring Pay.UK, and the payment services it provides, remain robust and resilient. The Risk Directorate and the Business Continuity team undertake a central role in the effective design, implementation and monitoring of the Operational Resilience Management Framework in alignment with Bank of England Policy for Operational Resilience.</p>

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Role Dimensions	Permanent Workforce: circa 50 Contractor Workforce: circa 10
Summary of Role	<ul style="list-style-type: none"> • To support the Head of Business Continuity in the implementation of the Operational Resilience (ORMF) Framework across Pay.UK, with consideration to its role as systemic risk manager, PSO, and FMI • To support the business in the implementation of Operational Resilience in line with the Bank of England Operational Resilience Policy focused on maintaining important business services within impact tolerance • To support the business in moving from reactive continuity to a proactive prevent mindset utilising the Operational Resilience Management and Enterprise Risk Management Frameworks • Increase awareness of operational resilience (and business continuity) across Pay.UK by contributing to the development and implementation of targeted and blended learning programs, awareness campaigns, and by other means • Support Pay.UK incident management teams in the response to incidents, and as part of internal and sector exercises • Attend industry events, as required, to help inform Pay.UK BCM, Operational Resilience, and Risk activity
Key Accountabilities	<ul style="list-style-type: none"> • Maintain the Pay.UK Operational Resilience Management System (ORMS), aligned to the ORMF, contributing to status reports for regular submission to committees, and ad-hoc by exception • Support the successful formation of a Pay.UK ‘resilience community of practice’ (RCoP), and be responsible for administrative activity ensuring its continued success • Proactively build and nurture relationships with Owners of Important Business Services, and owners of supporting assets, and RCoP members to support the timely completion of the annual and ad-hoc work aligned to the ORMF • Support the Head of Business Continuity in the design and delivery of BC and Operational resilience tests and exercises

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	<ul style="list-style-type: none">• As required support the BC Analyst in assisting BC plan owners in the completion of risk assessments, business impact analyses, and in the identification of contingency strategies• Assist in all aspects of risk identification, escalation and treatment e.g. third party / supplier risk• Update the ORMF, as directed, in line with business and/or regulatory change• Maintain resources and tools supporting Pay.UK Operational Resilience• Regular and ad-hoc preparation of management information for presentation to various (internal) committees and forums• Support in the preparation for and delivery of Operational Resilience (and BC) training and awareness activity• Proactively and continuously promote the importance of operational resilience (and BC) during interactions with the business, in committees, and other forums• Support the Head of Business Continuity in the continuous development, maturity, and reporting against the ORMF (and BCMF)• Identify and report new operational resilience (and business continuity) risk issues to the Head of Business Continuity without delay and assist, as necessary, in the development of appropriate options for remediation• Maintain a central SharePoint site for the secure storage of BC and Operational Resilience documentation ensuring appropriate access for document owners and users of shared information e.g. policies, frameworks, awareness and training materials• Any other duties commensurate with the level of the post. <p>Other obligations:</p> <ul style="list-style-type: none">• Ensure compliance with all Pay.UK policies and procedures and complete required compliance training in a timely manner
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	<ul style="list-style-type: none"> • Comply with Pay.UKs Data Protection Policy and all associated procedures and processes and communicate any data protection risks to the Data Protection team without delay • Promote diversity and inclusion across Pay.UK to build a workforce that reflects the users we serve and provides equal opportunity for all colleagues
Behaviours	Aligned with Pay.UK Values
Internal & External Interactions	<ul style="list-style-type: none"> • Pay.UK Directorates • All other Internal Stakeholders • External stakeholders as relevant
Qualifications and Experience	<ul style="list-style-type: none"> • CBCI or MBCI professional accreditation • Hands on experience as an in-house practitioner delivering, maintaining and maturing business continuity management systems in alignment with British and international standards and regulatory guidelines • Understanding of the Bank of England policy for Operational Resilience as it relates to Pay.UK as an FMI is desirable
Core Skills and Competencies	<ul style="list-style-type: none"> • Proven ability to work on own initiative, planning own workload and motivating others too • Good working knowledge of business continuity management and operational resilience • Ability to quickly understand complex and diverse situations and respond with confidence and professionalism to support resolution • Ability to instil confidence and respect from colleagues, and to guide a remote team of resilience champions and BC plan owners • Effective team member, with a flexible, can do, professional and confidential approach to work • Dynamic and flexible in approach to assessing situations and in determining actions required, including who needs to be informed whilst protecting confidentiality and reputation

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	<ul style="list-style-type: none"> • Ability to be flexible around business as usual commitments whilst ensuring that annual objectives for business continuity and resilience are met • Possess a desire for continuous personal and professional development, skills and knowledge to support their role and career
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Version Control

Document Owner	People Directorate			
Version number				
Governance	Draft:	Review:	Approve:	Approval Date:
Review Frequency			Next review date:	
Document reference				