ARPC Position Description			

Role Title:	Analyst, Operational Resilience and Event Response (Business Resilience)		
Function:	Chief Operating Office	**Classification broadband:**	ARPC 5/6
Location:	Sydney	**Security clearance:**	Baseline
Role Reports to (role title):	Executive Manager, Operational Resilience and Event Response		
Direct Reports (role titles):	Nil		

Purpose of the role (Why the role exists; how the role contributes to the ARPC's strategic objectives)

The purpose of the Analyst, Operational Resilience and Event Response role is to support:
- Event preparedness and the delivery of response frameworks, processes, and procedures designed to enable ARPC to prepare for and respond effectively to declared terrorism and cyclone reinsurance events
- Business Continuity Management (BCM) to minimise operational impacts to ARPC and ARPC's customers and stakeholders that may result from disruptive events
- Administration of Protective Security

Key Accountabilities (Key activities, tasks, and outcomes to be achieved)

Apply technical knowledge in Operational Resilience principles to contribute toward the maintenance and ongoing improvement of ARPC's Business Continuity Management (BCM) and Response Procedures, including Declared Terrorist Incidents (DTI) and Declared Cyclone Events (DCE):

Business Continuity Management (BCM)
- Analysis:
  - Conduct Business Impact Analysis (BIA) workshops to understand critical processes and key dependencies including people, IT, suppliers, equipment
- Design:
  - Review and implement required solutions to protect and continue critical operations including business continuity/alternate site etc.
  - Workarounds for loss of site, systems, people etc.

- Implementation:
  - Support the business to prepare and maintain documents, including organisational discussions and workshops aimed at documenting critical activities and procedures required in various disruptive scenarios (including loss of premises, loss of staff loss of systems, loss of key suppliers etc.)
  - Ensure that approved procedures are maintained in accordance with ARPC's approved policy management framework

- Validation:
  - Plan and coordinate scheduled Business Continuity exercises, including scenario development, to provide assurance that ARPCs critical business processes and supporting systems can effectively function during any business interruption and respond to major events, including Terrorism and Cyclone declared incidents
  - Develop and manage a calendar of events for ARPC's crisis recovery management program of work, including simulations, training, onboarding, and other important communications to ARPC team members

- Support and coordinate the Executive Response Team readiness for activation of response plans including:
  - Delivery of training and awareness for BCM and Response Plans
  - Maintenance of response plans which set out the steps and actions to be taken to effectively respond before, during and after an incident or crisis which may impact ARPC's business operations.
  - Update all documentation closely related to BCM and response procedures, including the Events and Issues Logs, Business Impact Analysis and Action Packs

Event Preparedness for Declared Terrorism Incidents (DTI) and Declared Cyclone Events (DCE)
- Review and maintain DTI and DCE procedures and relevant templates
- Ensure all relevant information, forms and tools are accessible by the ARPC executive Response Team (RT)
- During response practice sessions and simulations, document key outcomes for record keeping purposes
- Support the response team during declared events including sending communication to Response Team, preparing meeting room, maintaining activity logs, documenting templates for approval and distribution

Protective Security
- Provide timely and accurate administration of Agency Security Advisory responsibilities, as required, including:
  - Administration of security system access control,
  - Responding to any alarms
  - Regular audit of access control passes
  - Review controls required for compliance against the Protective Security Policy Framework

Other
- Participate in ARPC corporate projects as and when opportunities arise.
- Cooperate with auditors.
- Contribute to a safe and secure office environment.
- Contribute to team corporate strategy planning sessions.
- Role model ARPC's Values and Code of Conduct and capabilities set out in the ARPC's Capability Framework.

Working Relationships (Key stakeholders, clients, customers, suppliers, providers, consultants, etc.)

Internal Relationships
- Build and maintain strong working relationships across ARPC.

External Relationships
- Build and maintain strong working relationships with vendors, partners, emergency services organisations and auditors.
- Represent ARPC professionally at industry events.

Person specification

Qualifications and experience (mandatory or desired)

- Formal tertiary qualification or equivalent experience – *Mandatory*
- Relevant experience in crisis management, catastrophe insurance event management, business continuity management- *Mandatory*
- Some demonstrable knowledge of Business Continuity Management and Crisis Management processes – *Mandatory*
- Formal accreditation from Business Continuity Institute (BCI) or Disaster Recovery Institute (DRI) – *Desired*

Technical Capabilities (skills, knowledge, technical or specialist capabilities)

- Demonstrable knowledge and skills across crisis management and business continuity management.
- Knowledge of the MS Office suite including Word, Excel, PowerPoint; some knowledge of Visio preferable.
- Well-developed written and verbal communication skills.
- Analytical skills.
- Well-developed interpersonal skills with the ability to effectively negotiate and influence.
- Ability to build strong working relationships with stakeholders.
- Commercial acumen.
- Ability to interpret and apply legislative requirements.
- Problem solving ability.
- Astute attention to detail.
- Ability to work as part of a team and autonomously with minimal supervision.
- Courteous assertiveness.

Authorities	Limits/ Type
Financial Delegations:	As per ARPC Financial Delegations
HR Delegations:	As per ARPC Enterprise Agreement
Declared Terrorist Incident (DTI):	As per ARPC DTI Response Procedure

Additional requirements

ARPC Values

- Delivering for our stakeholders
- Collaboration
- Personal leadership
- Integrity
- Wellbeing

ARPC Capabilities (Integrated Leadership System)
ARPC Capabilities describe behavioural expectations for all employees, by classification broadband.

- Shapes strategic thinking
- Achieves results
- Supports/cultivates productive working relationships
- Exemplifies personal drive and integrity
- Communicates with influence

Approved by: *(Name & position)*	Catherine Tissier, Manager Talent Acquisition and Development	Signature and Date:	September 2022
CEO Approval:	Dr Chris Wallace, Chief Executive Officer	Signature and Date:	September 2022