



PwC Canada

Crisis & Resilience Director (Toronto, ON, Canada)

Meaningful work you'll be part of

As a Crisis & Resilience Director, you'll work as part of a team of problem solvers, helping to solve business issues, deliver high quality client service and operational efficiency. Responsibilities include but are not limited to:

- Expanding and developing our practice, including driving business development and client relationship management for existing and prospective clients, and preparing proposal responses for business continuity management services
- Certified MBCI or CBCP by the Business Continuity Institute (BCI) preferred
- Maintaining internal reporting databases for risk management and sales tracking
- Leading engagements for our clients, including reviewing existing programs (e.g., health checks or audits) that clients have in place and/or developing, implementing and exercising programs
- Interviewing members of client staff at different levels and making recommendations to improve existing processes and controls
- Supporting clients in identifying risk exposures that could result in significant disruption to their businesses
- Preparing business continuity management materials, including business continuity management systems, business impact analysis, business continuity plans etc. for use by clients as part of their programs
- Facilitating business continuity management simulation exercises, including preparation of realistic scenarios and injects that can be used to model the client's response
- Managing and developing team members, including training and coaching junior resources, and leading team members through our engagements for delivery support
- Managing engagement economics and project management requirements, including estimating job resources and budget and time requirements, ensuring that all budgets, milestones and other deadlines are met, and scheduling and managing PwC resources and staffing on engagements

Experiences and skills you'll use to solve

- Strong experience in business continuity management in industry or with a professional services firm
- Certified MBCI or CBCP by the Business Continuity Institute (BCI) preferred
- Experience in related disciplines such as emergency management, crisis management, and IT disaster recovery will be beneficial
- Experience with business development and sales including responding to RFPs (request for proposal) and proposal writing
- Practical experience and knowledge of relevant ISO and other industry guidelines and standards
- Project management experience including job costing, monitoring and reporting
- Ability to manage risk and project economics
- Strong ability to independently facilitate workshops with senior client leadership
- Excellent analytical skills, critical thinking and problem-solving skills
- Ability to multitask and manage multiple projects engagement and clients at once
- Flexibility to travel to client sites throughout Canada up to 10%.
- This role doesn't support completion of the Canadian CPA designation
- PwC Canada is committed to cultivating an inclusive, hybrid work environment. Exact expectations for your team can be discussed with your interviewer

For more information and to apply online by April 18, 2025, please go to: [Crisis & Resilience Director in Toronto, Consulting | PwC Canada](#)