



# **Job Title: Business Continuity Management Consultant**

## **WORK ILLUSTRATION:**

Toronto Hydro's Grid Emergency Management (GEM) team builds and manages the company's crisis, emergency, and business continuity management program. As a Business Continuity Management Consultant (BCMC) on the GEM team, you will be working on an industry-leading Disaster Preparedness Program aimed at building a resilient organization and enhancing preparedness capabilities and culture within the company. You will work with key internal/external stakeholders (including the City of Toronto Office of Emergency Management, Emergency Management Ontario, and industry partners, among others), to develop emergency preparedness/continuity of operations systems and procedures to ensure the Toronto Hydro can respond quickly and effectively to any emergency situation that may affect operations, employees and/or services to our customers.

Working within the Distribution Grid Operations & Emergency Management area, you will support and collaborate with a wide range of operational and corporate business units to ensure emergency management principles are appropriately integrated into Toronto Hydro's strategy and risk, planning and governance framework and an emergency preparedness and resiliency culture is developed throughout the organization.

The incumbent is expected to behave ethically and follow the established code of business conduct, policies and internal control procedures, laws and regulations governing Toronto Hydro.

## **KEY RESPONSIBILITIES:**

- Develops, implements and maintains components of an all hazards emergency preparedness program including structures, governance, processes, models, methods, measures and tools to enable effective preparedness, response and recovery of a major event. Utilizes departmental key performance indicators to design consistent end-to-end processes, and measures for evaluating program performance.
- Works with and influences business units and external agencies to support development and sustainment of incident management plans/programs/strategies that are aligned with corporate emergency preparedness programs.
- Plans, develops and delivers a comprehensive training and exercise program to develop capabilities of all Toronto Hydro staff and to test effectiveness of emergency preparedness programs.
- Assesses the effectiveness of emergency preparedness programs, develops plans to close gaps and improve alignment with industry best practices, and reports on program maturity to Senior Management.
- Plays an active leadership role representing Toronto Hydro on industry committees and working groups pertaining to emergency management, such as the CEA Mutual Aid working group and the North Atlantic Mutual Assistance Group.
- Provides 24/7 coverage standby coverage (as required) to support the incident Emergency Operations Centre (EOC) and acts as an after-hours Toronto Hydro liaison with the City's Office of Emergency Management

#### **REQUIREMENTS:**

- **University degree in emergency management, business, science, engineering or related discipline.**
- **Preference will be given to candidates with the Associate Business Continuity Professional (ABCP) or Certified Business Continuity Professional (CBCP) designation**
- **Minimum three (3) years' experience developing organizational emergency management and business continuity programs, organizational change management or electric utility operations.**
- Knowledge of Ontario electrical distribution utilities, including the operational, political and regulatory environment is an asset.
- Knowledge of relevant emergency management/preparedness legislation, regulations and standards.
- Strong research, analytical, evaluation and problem solving skills to develop and recommend resolutions to complex problems and contentious issues.
- Ability to work under stress during emergencies.
- Available to be on-call during emergencies and provide after-hours standby support.
- Excellent planning, analytical and organizational skills, including the proven ability to adapt to a dynamic project environment and manage multiple conflicting priorities.
- Ability to collaborate with management and staff at all levels (internal and external) to identify and analyze key issues and develop appropriate solutions.
- Highly developed influence and negotiation skills
- Comfortable dealing with the general public and communicating in front of large audience

Link to apply:

<http://bit.ly/2Per8vy>

