



**Position:** Business Continuity Manager - Corporate Business Continuity Office –  
FIN01908-20

### **Position overview**

We are seeking an experienced Business Continuity practitioner to join our award-winning Corporate Business Continuity Office. At TELUS, a Business Continuity Manager is responsible for supporting the development and management of the Corporate Business Continuity Program. Through vision, leadership, and business continuity expertise, the Business Continuity Manager will work with key stakeholders to support an industry-leading business continuity capability at TELUS.

### **Responsibilities**

- As an experienced corporate business continuity professional, you will provide leadership, training, and consultative support to the business units in developing their business continuity capability
- Lead cross-functional initiatives to develop various elements of TELUS' business continuity program, including developing and managing processes, tools, and templates to support the program
- Activate and coordinate the EOC and crisis management team during an emergency, including the following responsibilities:
  - Development of situational assessments and a common operating picture
  - Record keeping and reporting
  - Support for recovery activities
  - Liaisons with external emergency agencies and other organizations
  - Debriefs and after-action reviews
- Provide functional expertise and support to customer-facing business units and operational areas, including direct customer interaction on business continuity program matters
- Conduct situational awareness and analysis of the environment (internal and external), threats, and/or incidents (natural, human caused, and/or technological)
- Develop and maintain an effective network of collaborative relationships at all levels across the organization and with external emergency agencies and other key organizations
- Participate in business continuity organizations, forums, and initiatives, and research new business continuity concepts, tools, and processes, etc. to support the development and continuous improvement of TELUS' business continuity program
- Design and conduct customized exercises to evaluate preparedness levels and recovery capabilities of response plans
- Support emergency operations for extended after-hours periods when necessary



## **Required Experience**

- Minimum 5 years of experience in enterprise-wide business continuity management including program management, business impact analysis, recovery strategy development, and mitigation
- Minimum 5 years of experience in the management of various types of incidents, e.g. pandemics, labour disruptions, fires, supply chain issues, extreme weather events, etc., in an EOC setting

## **Required knowledge**

- Demonstrated experience in business continuity program and plan development
- Advanced knowledge of incident management systems (ICS/IMS) and EOC operations
- Advanced knowledge of business continuity principles, such as the DRII Professional Practices, BCI Good Practice Guidelines, and ISO 22301
- Functional knowledge of IT disaster recovery planning
- Familiarity with provincial and regional emergency management agencies and protocols across Canada
- Understanding of telecommunications and the telecommunications industry

## **Required skills & abilities**

- Ability to apply business continuity methodologies and processes toward the development of initiatives and consultation with stakeholders
- Strong facilitation skills, including an ability to coordinate senior leaders during an emergency or disaster in an EOC
- Strong verbal, written, and presentation skills with the ability to write reports and articulate complex issues in a clear and concise manner
- Ability to collaborate effectively with all levels of the organization, including senior leaders and executives
- Ability to effectively build relationships and networks and influence internal and external stakeholders
- Ability to manage portfolios and projects in a fast-moving, demanding environment, requiring a high degree of resourcefulness and innovation, tolerance for ambiguity and uncertainty, and the ability to manage competing priorities
- Ability to assimilate and process large amounts of complex information into a prioritized, actionable plan
- Bilingual fluency is an asset (English and French – oral and written)



### **Required Professional Designation/Certification**

- Minimum DRI Associate Business Continuity Planner (ABCP) certification, with preference to CBCP certified candidates (Other relevant business continuity or operational risk management certifications will be considered)
- University degree or diploma from a recognized institution, or equivalent training and/or experience