



# Senior Advisor, Business Continuity & Resilience

## JOB INFORMATION

**Requisition ID:** 5745

**Number of Vacancies:** 2

**Department:** Safety And Environment (20000013) - Business Continuity (30000533)

**Salary Information:** \$95,877.60 - \$119,919.80

**Pay Scale Group:** 10SA

**Employment Type:** Regular

**Weekly Hours:** 35, **Off Days:** Saturday and Sunday **Shift:** Day

**Last Day to Apply:** May 18, 2022

**Reports to:** Manager, Business Continuity and Resilience

The Toronto Transit Commission (TTC) is North America's third largest transit system and has been recognized as one of the top places to work in the GTA. Guided by a forward-thinking strategic plan, the TTC's vision is to be a transit system that makes Toronto proud. The TTC's recruitment efforts are directly aligned to its mission of providing "a reliable, efficient, and integrated bus, streetcar and subway system that draws its high standards of customer care from our rich traditions of safety, service and courtesy."

## General Accountability

Reporting to the Manager, Business Continuity & Resilience, the position is responsible for the development, implementation, and continuous improvement of a comprehensive business continuity and resilience corporate program. The incumbent will provide expertise and support to Groups and Departments in the development and completion of business impact analysis, business continuity plans, exercises, and dependency analysis. The incumbent will integrate business continuity activities with related disciplines such as emergency management, fire safety, enterprise risk management, and health, safety and environment, to enhance enterprise and operational resilience across the TTC.

As an observing member of the Resilience Steering Committee, the incumbent provides necessary advice and administrative support to the committee to enable effective functioning.

## Key Job Functions

Works closely with the Manager, Business Continuity & Resilience to develop, implement, and continuously improve the business continuity program for the TTC, in alignment with the City of Toronto's guidelines, industry standards, best practices, and legal and regulatory requirements. This includes:

- Providing expertise, support, and guidance in the development, maintenance, and completion of business impact analysis, business continuity plans, exercises and associated recovery strategies.
- Developing, maintaining, and implementing the business continuity program and its associated policies, processes, activities and initiatives
- Working collaboratively with key stakeholders to understand the TTC's risks, resilience challenges and current capabilities, in alignment with the TTC's priorities, enterprise risk management processes and framework, and risk appetite;
- Presenting recommendations to Senior Management regarding new or revised policies, initiatives, and attending meetings, as requested, to update management on activities;

- Building support for corporate business continuity program, initiatives, and activities by consulting with internal and external stakeholders (e.g. all levels of management, transit agencies, City of Toronto);
- Providing guidance and subject matter expertise to the organization in the development, implementation, maintenance and periodic testing of resilience strategies, business continuity plans, and facilitating integration of efforts and management of interdependencies at the corporate level;
- Developing and conducting training and refresher sessions on business continuity program, policies, processes, protocols, systems, plans, and dependencies, in collaboration with internal and external stakeholders;
- Developing and implementing an exercise program, including preparation of annual exercise calendar, exercise development, conduct, evaluation and de-briefs and after-action reviews;
- Performing quality assurance and improvement activities to support the development of robust business continuity plans and resilience strategies;
- Preparing reports and updates to the Resilience Steering Committee, and Senior Management by providing necessary information, reports and/or documents;
- Providing input on the development of emergency protocols, processes, activities, planning and preparedness, as it relates to business continuity and enterprise resilience;
- Developing job aids, self-audit tools, and training and guidance materials.
- Preparing business continuity communications material for internal and external audiences
- Oversee the work of the Advisor – Business Continuity & Resilience
- Performs other related duties as assigned.

## **Key Job Functions continued**

### **General Duties in Achieving Objectives**

- Liaises with representatives of government and industry to remain current on technical and legislative changes, developments and practices as they apply to business continuity and enterprise resilience;
- Provides support and acts as a resource in the Executive or Operations Command Centers, or at the emergency site, as required;
- Provides advice, guidance and information to various TTC personnel as well as outside agencies on matters pertaining to the TTC's programs;
- Demonstrates knowledge of TTC values and incorporates these into the performance of duties;
- Demonstrates behaviors that support diversity, inclusion, and a respectful work and service environment that is free from discrimination and harassment. Helps to remove barriers and accommodate employees and customers (within their area of responsibility) in accordance with TTC's commitments and obligations under the Ontario Human Rights Code (OHRC) and Related Orders, the Accessibility for Ontarians with Disabilities Act (AODA), and TTC's policies;

### **Skills**

- Apply analytical skills
- Communicate in a variety of mediums
- Demonstrate appropriate and effective interpersonal communications through various media
- Demonstrate knowledge of the industry and / or sector
- Identify and minimize risk of Health and Safety issues
- Use office technology, software and applications

### **Education and Experience**

- Completion of a university degree or college diploma in a relevant discipline (Emergency Management, Public Administration, Computer Science, etc.) or a combination of education, training and experience deemed to be equivalent.
- Relevant experience, in a complex, multi-stakeholder environment.
- Demonstrated knowledge of business continuity standards such as ISO 23001 and the CSA Z1600;
- Experience in business continuity program development and management, including conducting and maintaining business impact analysis, and development, implementation and management of business continuity policies, processes, plans, and recovery and resilience strategies ;
- Demonstrated working knowledge of related disciplines such as enterprise risk management, emergency management, and health, safety and environment;
- Demonstrated research and analytical skills, critical thinking and judgement;
- Strong knowledge of project management principles, concepts and practices and the ability to carry out and coordinate projects both independently and as a team;
- Strong communication and interpersonal skills with the ability to negotiate, influence, resolve conflict, and problem solve;
- Proven capability to lead and carry out programs and projects;
- Strong customer service excellence with demonstrated ability to establish effective working relationships with all stakeholders, employees, divisions, outside agencies, within a large and complex environment;
- Self-motivated with ability to accomplish tasks with limited supervision;
- Good organizational and administrative skills;
- Proficiency in the use of a personal computer and software applications, including presentations, databases, spreadsheets, word processing and any business continuity digital platform;
- Must have or rapidly acquire a comprehensive knowledge of the Ontario Human Rights Code and Related Orders including disability accommodation and accessibility requirements pertaining to passengers and employees.

## **Additional Requirements**

- Relevant certifications such as Associate Business Continuity Professional (ABCP), Certified Business Continuity Professional (CBCP) DRII or Certificate of the Business Continuity Institute (CBCI) are an asset.
- Previous experience with business continuity management software solutions is an asset.

The TTC is committed to upholding the values of equity, diversity, anti-racism and inclusion in the delivery of its services and in its workplaces. The TTC is committed to fostering a diverse workforce that is representative of the communities it serves at all levels of the organization, and supports an inclusive environment where diverse employee and community perspectives and experiences bring value to the organization. The TTC encourages applications from all applicants, including members of groups with historical and/or current barriers to equity, including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and people from the LGBTQ(IA+) community. The TTC values and supports an inclusive and barrier-free recruitment and selection process. Accommodations for applicants are available upon request throughout the recruitment and selection process, including for those who identify as having a disability. Please contact Human Resources – Talent Management at (416) 393-4570. Any information received related to an accommodation will be addressed confidentially.

The TTC's policy prohibits relatives of current TTC employees from being hired, assigned, transferred or promoted into positions, where there is a conflict of interest due to a relationship. Should you be selected for an interview, you will be required to disclose the name, relationship and position of any relative who is a current TTC employee.

Note: All TTC Employees are required to be fully vaccinated as a precondition of employment in accordance with [TTC's Mandatory Vaccination Policy](#)  
We thank all applicants for their interest but advise only those selected for an interview will be contacted.