



## Career Opportunities: Advisor, Business Continuity & Resilience (8514)

Requisition ID 8514 - Posted 10/27/2023 - Safety And Environment (20000013) - Business Continuity (30000533) - Job Opportunity

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### JOB INFORMATION

Requisition ID: 8514  
 Number of Vacancies: 1  
 Department: Safety And Environment (20000013) - Business Continuity (30000533)  
 Salary Information: \$88,306.40 - \$110,401.20  
 Pay Scale Group: 09SA  
 Employment Type: Regular  
 Weekly Hours: 35, Off Days: Saturday, Sunday Shift: Day  
 Posted On: October 27, 2023  
 Last Day to Apply: November 10, 2023  
 Reports to: Director, Business Continuity & 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, this position is responsible for performing various duties related to developing, maintaining, and the continuous improvement of the TTC's corporate business continuity and resilience program. Provides support on Business Continuity & Resilience projects, such as establishing a web presence for the team, education and awareness efforts, and the administration of the business continuity software solution. The incumbent will provide assistance 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 support the integration of business continuity activities with related disciplines such as emergency management, fire safety, enterprise risk management, and health, safety and environment, to enhance operational resilience across the TTC.

As an observing member of the Resilience Steering Committee, the incumbent provides necessary advice and 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.
- Contributing to the development, maintenance, and implementation of 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;
- Establishing a web presence and leading the administration of the business continuity software solution;
- Conducting research on best practice, industry trends, and providing advice on issues as they arise;
- 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;
- Supporting the implementation of a corporate exercise program, including preparation of annual exercise calendar, exercise development, 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;
- Collecting data and contributing to the development of reports for 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.
- Leading the development of awareness and education communications material for internal and external audiences
- Performs other related duties as assigned.
- 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  
 Counsel, advise, and coach in the relevant discipline  
 Create and deliver presentations in various formats  
 Demonstrate appropriate and effective interpersonal communications through various media  
 Demonstrate specialized expertise and knowledge in the assigned field  
 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;
- Good 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;
- Good knowledge of project management principles, concepts and practices and the ability to carry out and coordinate projects both independently and as a team;
- Good 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) or Certificate of the Business Continuity Institute (CBCI) are an asset.
- Previous experience with business continuity management software solutions, Microsoft Power BI or programming 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(A+) 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 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.

We thank all applicants for their interest but advise only those selected for an interview will be contacted.

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