



## **BUSINESS CONTINUITY MANAGEMENT ASSOCIATE (BCMA)**

### **WORK ILLUSTRATION:**

Toronto Hydro's Grid Emergency Management (GEM) team builds and manages the company's Disaster Preparedness Management (DPM) Program composed of crisis, emergency, and business continuity management activities. As a Business Continuity Management Associate (BCMA) on the GEM team, you will work to develop this industry-leading DPM program to increase Toronto Hydro's resiliency, response capabilities, and preparedness culture. You will work alongside the GEM team and key stakeholders to develop the procedures, tools, and systems by which Toronto Hydro will respond quickly and effectively to large-scale emergencies.

As a BCMA, you will conduct research/analysis to support program development and support or directly manage select projects (e.g., IT projects, process/procedure drafting) to fulfill departmental initiatives and objectives.

### **JOB RESPONSIBILITIES:**

- Under the Supervisor of GEM/Business Continuity Management Consultants' (BCMC) guidance, supports the design, development, implementation, and maintenance components of the DPM Program, including governance documents, processes/procedures, models, and tools that enable more effective disaster readiness and organizational resiliency. May work independently on components of larger projects or smaller projects requiring less oversight and direction.
- Conducts research and analysis for key program initiatives and projects (e.g., IT projects, material/service procurement, etc.), including data gathering, cost-benefit analysis, and user requirements.
- Supports preparation of data-informed of business cases and other key program documents.
- With the support of the BCMCs:
  - Develops, implements, and delivers select projects in the areas of emergency role training, exercises, and program audits.
  - Assesses the effectiveness of DPM program activities by conducting research and analysis, recommending strategies for program enhancements, and increasing alignment with industry best practices.
  - Works with internal stakeholders to develop incident response plans/procedures that align with the DPM program.
- Conducts data and trend analysis for large-scale emergencies to identify areas for response improvement and consolidates information in post-incident reports.
- Develops and improves reporting mechanisms to support incident response.

### **KEY COMPETENCIES:**

- University degree in emergency management, business, engineering, or related discipline.
- Preference will be given to candidates with relevant certification:
  - Associate Business Continuity Professional (ABCP);
  - Associate Emergency Manager (AEM); and/or
  - Project Management Professional (PMP) designations
- Two to three (2-3) years of progressive experience supporting the development of organizational emergency management and business continuity programs, organizational change management, or electric utility operations.
- Experience with emergency management and business continuity programs, the Incident Management/Command System, and the CSAZ1600 Emergency and Continuity Management Program standard and/or the ISO 22301 Business Continuity Standard
- 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.
- Excellent research, problem-solving, and analytical skills
- Strong data management skills
- Strong communication skills (written and verbal)
- Strong computer skills, with advanced knowledge of Microsoft Office, specifically Excel, Word, and PowerPoint
- Strong planning, analytical and organizational skills, including the proven ability to adapt to a dynamic project environment and manage multiple conflicting priorities.
- Strong organizational and time management skills
- Ability to collaborate with individuals at all levels of the organization
- Demonstrated influence and negotiation skills
- Demonstrated project management skills
- Experience in compiling and presenting reports
- At times, may work under fast-paced, stressful conditions (emergency response/major incident management)
- May be required to work evenings and weekends

**To apply:**

<https://career17.sapsf.com/sfcareer/jobreqcareer?jobId=7035&company=C0009109522P>

Closing date: **October 23, 2020**

Recruiter: Andrea Navickas