

Risk & Assurance Team

What's it all about

As a Business Continuity Manager, you will lead the organisation's approach to business continuity and operational resilience. You will be responsible for developing, implementing and embedding business continuity plans, processes and procedures that ensure the organisation can respond effectively to disruption and continue to deliver critical services to customers.

The role will combine strategic framework ownership with operational leadership, including coordinating the organisation's response to major incidents and disruptions.

How you'll make a difference

Your role is pivotal in ensuring the organisation is prepared for and able to respond to disruption affecting both services and residents. The Business Continuity Manager will be responsible for establishing and maintaining a robust Business Continuity Management Plan, ensuring alignment between corporate and directorate level plans, and leading the organisation's response to incidents.

The role will ensure that NHG can respond effectively to a range of disruption scenarios, including those impacting housing stock, resident safety and critical services, while maintaining clear coordination and decision-making during incidents.

How you'll do it

- Business Continuity Framework -Develop, implement and maintain the Business Continuity Management Framework, ensuring it is aligned with organisational priorities, regulatory expectations and operational realities.
- Corporate and Local Plan Alignment - Ensure alignment between the corporate business continuity plan and directorate level plans, with clear roles, escalation routes and dependencies defined across the organisation.
- Business Impact Analysis (BIA) - Lead the identification of critical services, recovery priorities,

dependencies and impacts, including impacts on residents, housing stock and frontline services.

- Business Continuity Planning -Support directorates in developing and maintaining robust, practical and usable business continuity plans that reflect real operational risks and scenarios.
- Scenario Planning and Testing - Design and deliver a structured annual testing programme covering both corporate and local plans. This will include scenario based exercises such as large scale property incidents, service disruption and resident impact events.
- Crisis Management Structure - Establish and maintain crisis response arrangements, including defining crisis management teams, roles, responsibilities and escalation protocols.
- Incident Response Leadership - Lead or coordinate the organisation's response to major incidents and disruptions, ensuring a structured and effective approach to incident management, communication and recovery.
- Operational Incident Coordination - Act as a central point of coordination during incidents, supporting decision making, tracking actions and ensuring effective communication across teams.
- Monitoring and Reporting - Monitor organisational resilience, plan readiness and testing outcomes. Provide regular reporting to senior management, Executive Board and governance forums on preparedness, incidents and lessons learned.
- Stakeholder Collaboration - Work closely with operational teams, asset management, housing services and other key functions to ensure business continuity arrangements reflect real service delivery risks.
- Training and Awareness - Develop and deliver training to ensure staff understand their roles in business continuity and incident response, including crisis management roles.
- Continuous Improvement - Capture and embed lessons learned from incidents and exercises to improve plans, processes and organisational resilience.

- Regulatory and Best Practice Alignment - Ensure business continuity arrangements align with regulatory expectations for social housing providers and recognised standards.
- Systems and Data Management - Maintain systems and tools used to manage business continuity plans, testing and incident tracking.
- Integration with Risk Management - Work with the Risk and Assurance team to ensure resilience risks are reflected in risk registers and aligned with the organisation's risk appetite and oversight processes.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail.

Please [refer to the framework](#). This role is at **manager** level.

This role reports into the Director of Risk, Assurance and Health & Safety.

Essential knowledge, experience and skills including qualifications and professional membership

- Strong experience in business continuity, operational resilience or crisis management within a complex organisation.

- Experience developing and implementing business continuity frameworks, plans and testing programmes.
- Experience leading or coordinating responses to major incidents and disruptions.
- Ability to design and deliver scenario based testing, including large scale operational and resident impact scenarios.
- Strong understanding of risks affecting housing providers, including asset related incidents and service disruption.
- Ability to establish and manage crisis response structures and escalation processes.
- Strong analytical skills with the ability to assess operational resilience risks and identify practical mitigation strategies.
- Excellent communication skills with the ability to coordinate multiple stakeholders during high pressure situations.
- Experience preparing reports and providing insight to senior management and governance forums.
- Ability to influence and work collaboratively with operational teams to embed business continuity practices.
- Strong organisational skills with the ability to manage competing priorities and respond effectively during incidents.
- Proficiency in Microsoft Office tools including Excel and PowerPoint.

Qualifications and professional membership

- Professional certification in business continuity such as CBCI or MBCI from the Business Continuity Institute.
- Knowledge of recognised standards such as ISO 22301.
- Membership of the Business Continuity Institute or equivalent professional body is desirable.
- Knowledge of risk management frameworks such as ISO 31000 or COSO ERM is desirable.