

## Professional Job Position Description

### Section I: Position information

Effective date	2025-02-27	<input type="checkbox"/> X Update only	<input checked="" type="checkbox"/> Classification review
Position title	Manager, Enterprise Risk and Resilience		
Position number	998931		
Classification level	Excluded Professional D		
Position affiliation	<input type="checkbox"/> AUFA <input checked="" type="checkbox"/> Excluded		
Location	Virtual		
Department	Office of the Vice President, Finance and Operations & CFO		
Reports to	Director, Strategic Initiatives and Services (999103)		

### Position summary

Briefly describe the main purpose(s) of the position.

Reporting to the Director, Strategic Initiatives and Services, the Manager, Enterprise Risk and Resilience leads and is responsible for developing, implementing, and coordinating Athabasca University's (AU) Enterprise Risk Management, Emergency Management, Business Continuity Planning, and Insurance programs. The Manager relies on their past success and experience leading and implementing enterprise initiatives and knowledge of risk management and business continuity professional practices to advance the university's enterprise risk management, emergency management, business continuity planning, and insurance capabilities. Under their leadership, the Manager is responsible for integrating the programs to establish a systems approach that enhances AU's organizational resiliency.

This leadership position serves as the university's primary subject matter expert who guides the university (people, processes, and practices) towards an integrated and strategic approach to enterprise risk management, emergency management, business continuity planning, and insurance, both operationally and at the enterprise level. This work involves meeting key deliverables and effectively collaborating with a broad range of internal and external stakeholders. A key part of this role is developing and implementing work processes required for successful project/program results and incorporating a strategic continuous improvement approach to improve program outcomes.

The Manager works closely with senior leaders across AU, the Chief Internal Auditor, and the Chief Information Security Officer, and other internal and external stakeholders, to develop a systems approach to advance AU's resiliency strategy.

The Manager plays a critical leadership role in managing the efforts of the Operational Support Team and ensuring the team is ready to manage business disruptions that impact the university. The Manager leads the team as follows:

- Ensuring the team has the right team members in place, which includes identifying AVPs and Directors that represent the primary academic, student services, and business functions of the university.
- Ensuring the team is trained and understands the incident management system that is used to manage the incident.
- Facilitating the discussion to assist the team to identify and agree on the key response objectives that are required.
- Coaching individual team members on how to plan, prepare and respond to incident/business disruption.
- Tracking the progress made on meeting the planning, preparedness and response objectives and establishing situational reports/briefing notes for the Emergency Operations Control Group (EOCG)
- Ensuring appropriate resources are in place to support the team to achieve its planning, preparedness, and response objectives.
- Obtaining additional resources (vendors/third party suppliers) to help achieve planning, preparedness, and response objectives.
- Reporting to senior leaders on the progress made on planning, preparedness and response objectives and ensuring the outcomes are aligned with their strategic intent.
- Facilitating post incident reviews/after action reports to identify lessons learned and ensure continuous improvement.

The Manager supports the Director in working with the Emergency Operations Control Group with respect to incorporating their strategic guidance and intent into the planning process and ensuring the strategic objectives are incorporated into the planning, preparedness, response, and recovery plans developed by the Operational Support Team. The Manager serves as a subject matter expert and provides advice and recommendations to be taken to the EOCG and senior leaders regarding options that are available in responding to the incident/business disruption.

### **Duties and responsibilities**

Organize by key responsibility area and include % of time spent where possible.

#### **Emergency Management and Business Continuity Planning and Oversight (60%)**

- Lead and oversee the development and maintenance of AU's Emergency Management Program, which encompasses the four Pillars of Emergency Management, as outlined by Alberta Emergency Management Agency: Preparedness, Mitigation, Response, and Recovery.
- Lead the design, development, and implementation of AU's Business Continuity and Emergency Management Program, including facilitating, guiding, and assisting university faculties and departments with assessing business impacts, helping units define what services and resources are essential, and performing critical time-sensitive functions as needed in developing business continuity plans.
- Lead and oversee the development of faculty and business unit business continuity plans, including identifying their critical functions and key dependencies.
- Support the IT department with identifying AU's key IT systems that are necessary for building AU's disaster recovery plans.
- Lead and oversee the development of pre-event operation and response plans for high-risk university events in the areas of information technology, labour relations, student services, employee safety, and physical infrastructure.
- Lead and facilitate the Operational Support Team in discussion of all aspects of the university's emergency management and business continuing planning with respect to safety, security, risk, emergency preparedness, and business continuity and develop recommendations and coordinate actions to address matters requiring a response to a business disruption or incident.
- Design, develop, and implement general and hazard specific training across the university, including the coordination, design, and implementation of tabletop, functional, or full-scale exercises to prepare senior leaders, faculty, students, and staff to respond effectively to major emergencies and to test departmental preparedness and business continuity plans.
- Lead the design, development, and implementation of AU's Incident Command System, including integration, training, and exercises. The Incident Command Model needs to be in accordance with municipal, fire, police, health, and emergency management plans, and be consistent with Alberta Emergency Management Agency recommendations.
- Lead and guide the planning process for the Operational Support Team when it is activated to respond to an incident/ business disruption. Ensure the planning process is implemented and assist the team to identify key response objectives. Ensure coordination and communication between different business units and the distribution of situational reports.

- Mentor and guide members of the Operational Support team to execute their assigned roles and responsibilities as part of the preparedness, response, and recovery objectives.
- Prepare situational updates and support to the Emergency Operations Control Group and other internal and external stakeholders involved in coordinating the university's response to an emergency or incident involving activation of business continuity plans.
- Lead, facilitate, and draft the After-Action Reports following exercises, emergencies, or incidents that involve activation of the university's business continuity plans.
- Solicit, collect, review, and identify recommendations for improvement and incorporate these findings into current emergency management and business continuity plans.
- Foster and maintain collaborative partnerships for emergency preparedness, planning, and training with partners on and off campus (e.g., municipal, fire, police).

#### **Enterprise Risk Management (20%)**

- Lead the efforts to identify, assess, monitor, and report risks in accordance with AU's Enterprise Risk Management (ERM) policy/procedure, framework, and appetite and align with best practice standards and strategic priorities of the institution.
- Proactively identify, assess, and monitor new, emerging, and heightened risk exposures facing the university and support and guide the appropriate risk owners to establish and implement the appropriate mitigation strategies.
- Incorporate risk management principles into all aspects of the university's Enterprise Risk Management program, including the development of the ERM Risk Register.
- Lead and coordinate the preparation of AU's Enterprise Risk Registrar on an annual basis, including facilitating the assessment process with the Senior Leadership Team.
- With senior leaders, facilitate the review and assessment of the enterprise risks related to changes to the risk drivers and controls. Prepare and submit the quarterly Enterprise Risk Management Summary Report to the AU Board of Governors' Audit Committee.
- Facilitate discussion with senior leaders to identify strategic risks and opportunities that allow the university to advance its strategic plan.
- Provide input and advice with respect to operational risks as required.
- Lead the development of new risk tools and processes, including the development of AU's risk appetite statement and incorporate risk and opportunity into the risk dialogue.

- Update AU AU's ERM Framework, policy, procedures, and risk tolerance statements as required.

### Insurance Program (20%)

- Leads the administration of AU's insurance program.
- Centralizes all insurance (excluding human resource/employee benefit program) under one program to provide appropriate management and oversight of the university's loss exposure process.
- Minimizes the cost of risk through loss control/prevention and insurance protection in case losses occur and establishes a comprehensive claims management process when losses do occur.
- Collaborate with internal stakeholders to capture and understand AU's loss exposures and leverage their risk management expertise and understanding of insurance products to identify solutions to minimize AU's risk exposures.
- Establish productive working relationships with insurance brokers and providers to ensure AU has the appropriate level of insurance in place to protect the university's assets and interests.
- Work collaboratively across business units to assist them in identifying maintain AU's assets (asset register).
- Oversee and manage AU's insurance policies (application for new policies, renewals, ensuring policies are addressing AU's risks and processing payment of the premiums).
- Establish insurance advisory services to support faculties and business units to identify and implement various insurance policies needed to protect their assets and initiatives.
- Manage the loss prevention recommendations that are issued to AU and establish a process and criteria to determine which recommendations are accepted, deferred, or declined. Work collaboratively with business units to ensure projects and initiatives are in place to address loss prevention recommendations.
- Establish, implement, and support a centralized claims handling process.
- Lead and provide centralized insurance advice and recommendations for AU faculties and business units.

## Occupational health and safety

### Employees:

Responsible to participate in the AU OHS program as required.

### Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

## *Classification factors*

### Communication

Superior communication skills are required as the Manager communicates with all levels of AU staff (including senior management and executives) and external individuals and agencies (such as municipal, fire, police, Alberta Health Services, Campus Alberta, and provincial and federal government departments and agencies).

Communication includes clarifying requirements, explaining issues, providing training, facilitating discussion, and building consensus. The incumbent must be able to clearly communicate critical time sensitive information during emergencies/incidents and have superior writing, presentation skills, and the ability to develop, manage, and deliver training programs that meet the intended purpose.

### Supervision

- Identify and recruit vendors that provide AU with unique specialized services needed to support AU's business continuity, insurance, facility, and physical security requirements.
- Oversee the selection/RFP process for obtaining contractors and vendors needed to perform specialized work and tasks in support of the Enterprise Risk and Resiliency programs (e.g., risk management, BCP & EM, and insurance).
- Establish agreements with vendors and contractors on the agreed statement of work and terms of the contract.
- Onboard and incorporate contractors/vendors work into the program delivery.
- Guide and outline intended outcomes for vendors and contractors, ensuring their work is aligned with intended outcomes.

- Manage and oversee contractors' work and deliverables and sign off on work accomplished.

### Impact of service or product

Responsible for providing expert advice in the development and implementation of enterprise risk management, emergency management, business continuity planning and insurance programs. The incumbent must ensure compliance with legislative and legal requirements with respect to enterprise risk management, emergency management, health and safety, labour disruptions, and privacy.

The Manager's planning can directly affect, positively or negatively, employee safety, security, student services, and labour relations at AU. Planning can have a significant, university wide effect on human resources, student learning/service, reputation, and/or finances.

An incumbent's incorrect advice, decisions, or preparation of materials can cause the university to incur significant costs, increase executive time spent, and have long-term negative impacts on student learning/service and labour relations. Attention to detail is critical in the advice given and materials prepared by this position.

### Independence of action

The incumbent receives strategic and operational direction from the Director, Strategic Initiative and Services and members of the Senior Leadership Team. However, on a day-to-day basis, the Manager works independently setting their own daily plan in accordance with position deliverables and deadlines. The Manager uses their own judgment and discretion to draft program components, plans, and training programs for presentation and discussion with stakeholders across the university prior to finalization.

### Complexity

The incumbent requires extensive knowledge of enterprise risk management, emergency management, business continuity and insurance best practices in post-secondary, including in relation to cyber security and labour disruptions, which requires a thorough understanding of AU's collective agreements and Alberta labour legislation. The incumbent must be able to lead, make informed decisions, and communicate clearly during high pressure, time-sensitive situations, such as emergencies or other incidents involving activation of emergency management or business continuity plans. The incumbent must have extensive knowledge of the Incident Command System and provide support and guidance to the Operational Support Team and advisory guidance to executive members.

## Planning

The incumbent is required to prioritize and manage conflicting demands, multiple issues, and tight deadlines. The incumbent is also required to gather information, perform analyses, ensure accuracy, and make recommendations as required. Some situations are not routine and require further analysis and judgment regarding recommendations to the Director, Strategic Initiatives and Services and executive members.

### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

An undergraduate degree (masters preferred) in a related field and a minimum of ten (10) years' experience in enterprise risk management, emergency management, business continuity planning and insurance at a progressively responsible and leadership level.

Certifications or training in risk management, emergency management, business continuity planning, insurance, or a related field is required. A strong background in working with the Incident Command System (ISC) is considered an asset.

A professional designation in Canadian Risk Management (CRM) or Certified Business Continuity Professional (CBCP) and relevant certificates in risk management, emergency management, and business continuity planning are considered assets.

Minimum 5 years' experience in a planning and policy role with a similar organizational scope, specializing in enterprise risk management, emergency management, and business continuity planning.

- An equivalent combination of education and experience may be considered. Competencies include strategic thinking, innovation, superior interpersonal, organizational, and communication skills.



- Superior writing and presentation skills and an ability to develop, manage, and deliver training programs.
- Demonstrated leadership ability, tactical thinking, planning, and organizational skills.
- Extensive expertise in managing interpretation and compliance with applicable legislation and codes.

Experience in a unionized environment is preferred, demonstrating a solid understanding of collective agreements, processes, policies, and procedures regarding business continuity planning, specifically, labour disruptions, is desired.

Previous experience in a post-secondary environment is preferred.

Superior interpersonal, communication (written and verbal), and project skills. The incumbent must be able to work independently while prioritizing workload and keeping files organized to adhere to timelines.

Demonstrated success in developing effective working relationships with cross-functional teams comprised of individuals at various levels of the university.

Excellent computer skills including knowledge of Microsoft Office, e-mail, website navigation, and report writing tools are required.

Maintenance of confidentiality at all times is essential.

*Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date
Human Resources review		Date