Service Continuity Manager

Apply Now

Company: Livestock Information

Location: United Kingdom

Category: business-and-financial-operations

Are you highly organised, with a meticulous attention to detail and the ability to manage both solo and as part of a project group?

Do you have experience of Microsoft Azure SaaS, PaaS and IaaS disaster backup, resilience, and recovery patterns?

Can you effectively foster and manage collaborative stakeholder relationships, both internally and externally?

If so, we'd love to hear from you!

At Livestock Information Ltd, our mission is to be an outstanding service provider of livestock data, empowering government, industry, and farmers to effectively manage disease and infection control, whilst enhancing productivity and innovation in agriculture. To achieve this, we need great people, who share in our values.

A Day in the Life of Service Continuity Manager

As the Service Continuity Manager, you will be responsible for overseeing risk management across live services, including service wrap, IT operations, and security operations. Additionally, you will be accountable for ensuring disaster recovery and business continuity. Your role is essential in maintaining the resilience and continuous operation of our business services in the face of various risks. In this position, you will drive the development, implementation, and management of our risk management strategy, as well as our disaster recovery and business continuity strategies. Your efforts will directly contribute to protecting our operations, ensuring preparedness, and enabling an effective response to any disruptions.

What You'll Do:

Drive and refine the development and implementation of comprehensive disaster recovery and business continuity plans, coordinating across functional teams, suppliers, and external partners.

Perform extensive risk assessments and business impact analysis, identifying potential vulnerabilities within our live services and operational frameworks.

Develop, oversee and report the execution of risk management strategies and action plans, ensuring they align with the organisation's broad risk management goals and continuity objectives.

Manage the disaster recovery and business continuity product backlog, facilitating agile ceremonies and ensuring project milestones align with business needs.

Design and conduct regular disaster recovery tests and exercising business continuity plans. Simulating various scenarios to assess the effectiveness of our recovery strategies and plans.

Compile and present detailed reports on recovery test outcomes, and progress to senior management, highlighting risks, mitigation efforts, recovery readiness, and recommendations.

Advocate a culture of resilience by owning training sessions and exercises, raising awareness, and preparing the organisation for potential challenges.

Stay abreast of industry standards, regulations, and best practices in risk management and business continuity, integrating new methodologies and tools as appropriate.

Reporting structure

The Service Continuity Manager sits within the Service function and reports to the Service Director.

Requirements

We are looking for someone with:

5-10 years of experience in enterprise risk management, disaster recovery, and business continuity planning, with a strong focus on ISO31000 and ISO22301.

Expertise in implementing risk management and business continuity frameworks according to industry standards (ISO 31000, ISO 27005, ISO 22301, etc.)

Experience of Microsoft Azure SaaS, PaaS and IaaS disaster backup, resilience, and recovery patterns.

A proven ability to define and mature policies and coordinate successful recovery strategies, with specific experience in conducting disaster recovery tests.

Excellent stakeholder management skills, capable of fostering collaboration across departments and with external partners.

Adept at rapidly assimilating complex information and effectively communicating strategic plans and adjustments.

Highly organised, with a meticulous attention to detail and the ability to coordinate both solo and as part of a project group.

Strong communication, presentation, and negotiation skills.

Industry-recognised qualifications such as ISO 31000 Risk Manager, Management of Risk (MoR) Practitioner, ISO 22301 Lead Implementor or Auditor, or similar.

Benefits

The salary for this role is £60,000-£70,000.

As an LI employee, you will be entitled to our company benefits which include:

Remote-first working set up

33 days annual leave, inclusive of Bank Holidays

4 x annual salary Life Assurance

Market leading pension through Legal & General

Enhanced Parental leave

Excellent learning, training and, career development opportunities and funding

24/7 access to our Employee Assistance Programme

An inclusive culture where everyone is respected and valued

Application and Interview Process

To apply for this role, you will need to submit a CV and answer some pre-screening questions.

The interview and assessment process for this role will involve a telephone interview with our Talent Team, followed by a first stage and a final stage interview. All interviews will be conducted fully remotely via MS Teams.

If we need to make a reasonable adjustment so that you can complete your application, please contact us as soon as possible by emailing before the closing date to discuss your needs.

Diversity statement

At Livestock Information, we value diversity and believe that every individual brings different strengths. We understand that not everyone may possess every single skill outlined in this job description, but if you believe you have a solid skill set that enables you to excel in this position then we really encourage you to apply.

Disclaimer

Livestock Information Ltd. cannot sponsor work visas at this time.

Livestock Information Ltd. Does not discriminate based on race, sex, colour, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

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