

## ROLE **PROFILE**

**JOB TITLE: Assurance Business Partner (Business Continuity/Insurance)**

**REPORTING TO: Head of Assurance**

**TEAM: Governance and Assurance**

### **JOB OVERVIEW**

Reporting into the Head of Assurance you will provide business continuity and insurance support and assurance across ForHousing to support the delivery of the Governance Framework as required by the Regulator of Social Housing and the Financial Conduct Authority.

You will achieve this by providing specialist expertise to support the execution of business continuity and insurance activities which will add value, provide protection, drive change and continuous improvement.

You will collaborate with department directors and the executive management team to develop and implement plans to anticipate, address, and mitigate the effects of various business interruptions. Coaching colleagues on more complex areas of risk as well as softer skills enabling them to develop the right level of subject matter expertise.

Working to a high level of corporate and ethical values, standards of integrity you will act as a role model for the business continuity and insurance function.

Along with the other Assurance Business Partners you will be the focal point for all assurance and continuous improvement matters across the organisation and will support deep dives into various risk areas.

You will be the subject matter expert for all insurance matters across the organisation.

### **ABOUT THE ROLE**



FUTURE  
FOCUSED



WORK  
TOGETHER



ACT  
WITH CARE



MAKE A  
DIFFERENCE

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

## Business continuity

- Develop and maintain the ForHousing business continuity recovery plan and procedure; reviews and expand existing plans and protocols.
- Analyse corporate intelligence data to identify trends, gaps, patterns, or warnings indicating threats to security of people, assets, information, or infrastructure.
- Identify opportunities for strategic improvement or mitigation of business interruption and other risks caused by business, regulatory, or industry-specific change initiatives.
- Identify and implement recovery operations and methods to allow the organisation to function at limited or partial capacity if part or all the infrastructure is damaged or destroyed which will ensure ongoing critical operation and governance.
- Work closely with technology teams to ensure their disaster recovery plans for critical systems and applications are consistent with the plans developed for the Group.
- Establish, maintain, and test call chains to ensure appropriate communication during a disaster.
- Perform periodic audits of existing Disaster Recovery Plans and report to management on any improvements that need to be made.
- Working with the Assurance Business Partner (Policy) develop and maintain the Business Continuity Management policies and procedures.
- Create and maintain business continuity and insurance reports for all governance meetings and attend those meetings as necessary to present the business continuity and insurance function view.
- Work collaboratively with the Assurance Business Lead (Risk) to ensure that both the Business Continuity Plan and the Risk and Assurance Framework acknowledge interdependencies and the management of these when changes are required.
- Identify and target areas of concern and weakness identified in internal and external audit reports, risk returns and other governance reports to assist senior leaders with improving compliance and reducing risk.

- Supply or commission business continuity training to ensure there is the right level of understanding and knowledge of what would happen if a situation occurred which would trigger a disaster recovery plan

## Insurance

- Act as the first point of contact for internal stakeholders providing advice and management of all ForHousing's insurance covers and their inter-dependencies, for instance with Liberty, to ensure understanding in relation to functional activities, risk management and potential or actual claims and the management of these.
- Identify and categorise risk exposures that could cause a business interruption, then procure insurance and vendor agreements to safeguard against a disaster event.
- Maintain careful up-to-date records of all relevant insurable assets, including buildings, plant, equipment, vehicles and special risks and in conjunction with the relevant departments and obtain specialist advice on values and unusual exposure to loss.
- Manage the insurance portfolio on a day-to-day basis ensuring the effective administration of all insurance claims.
- Co-ordinate investigations and respond to complaints in respect of the circumstances of claims, assess their validity, summarise findings and maintain associated records.
- Assist with the planning, liaison (internal and external), data gathering and analysis to affect the annual review and renewal of all insurance covers, advising the relevant departments on necessary and/or desirable changes in cover.
- Maintain information on insurance claims and other activities, providing analysis of data and periodically report on claims, trends, risks including actions taken (if any) or recommended to mitigate.
- Manage the various insurance policies and covers via our brokers plus provide advice and support on insurance matters to stakeholders.
- Project manage and support a regulatory self-assessment Thematic Group and co-ordinate senior management to ensure that outputs of the group are monitored, measured, quality assured and reported on.
- Develop and complete an annual work plan, with the support of your Assurance Business Partner colleagues, that includes targeted areas to review (through deep dives and health checks and other testing activity). Provide reports and recommendations, ensuring implementation, as required with operational managers.

- Maintain the relevance and accuracy of insurance and business continuity management information on the website (internal and external).
- Stay up-to-date with industry changes regarding insurance, disaster recovery and best practice.
- Actively and professionally engage with all levels of the business from an insurance perspective, providing training and raising the profile of the area and managing expectations

## WHAT WE ALL NEED TO DO

To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.

We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.

Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.

We thrive in an inclusive environment, where everyone is valued.

Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.

Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.

From time to time you may need to undertake other tasks commensurate with your role.

## PERSON SPECIFICATION

### Person Specification:

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"><li>• To have, or be part way through, a relevant professional qualification either in Risk, Assurance, Compliance or an equivalent field</li><li>• In-depth insurance or business continuity management experience in a business partnering or equivalent type of role in a relevant industry.</li><li>• Project management (desirable)</li></ul>	AF/QC AF/I AF/I

Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Familiarity in planning and implementing business continuity plans at all levels to determine appropriate levels of control are in place to minimise the potential impacts to the business.</li> <li>• Thorough working knowledge of the regulatory framework.</li> <li>• Specialist knowledge and experience in insurance and compliance.</li> <li>• Strong experience of designing and implementing effective business continuity and insurance strategies, policies, processes and training.</li> <li>• Experience of managing assurance activities across a business through sampling, thematic reviews, and data gathering/ analysis to ensure that regulations, policies and procedures are being complied with.</li> <li>• Commercial acumen.</li> </ul>	<p>AF/I</p> <p>AF/I AF/I AF/I</p> <p>AF/I/T</p> <p>AF</p>
Skills and abilities	<ul style="list-style-type: none"> <li>• Ability to think through hypothetical situations and concepts and to identify business continuity risks and weaknesses in various business processes.</li> <li>• An inherent and effective ability to influence the business continuity and insurance management agenda throughout the organisation.</li> <li>• Ability to constructively challenge the “status quo” at management level.</li> <li>• Make decisions when they are needed, even if they prove difficult or unpopular.</li> <li>• Identify a range of relevant and credible information sources and recognise the need to collect new data, when necessary, from internal and external sources.</li> <li>• Capability of operating in a fast paced and constantly changing landscape.</li> <li>• Strong attention to detail.</li> <li>• Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact.</li> <li>• Deal with conflict in a prompt, calm and constructive manner.</li> <li>• Highly numerate and computer literate, particularly with MS Office.</li> </ul>	<p>I/T</p> <p>I</p> <p>I/T I</p> <p>AF/I/T</p> <p>I AF/I/T</p> <p>I I I/T</p>
Personal qualities	<ul style="list-style-type: none"> <li>• A people person with strong cross functional working experience and a great communicator - ability to articulate key messages across stakeholders at all levels.</li> <li>• An ability to remain calm under pressure.</li> <li>• Excellent skills in multi-tasking and managing priorities.</li> <li>• An approach that is professional and engenders trust with others.</li> <li>• Seek continuous improvement in your personal development and in the outputs produced by the wider team.</li> <li>• Work in an open and honest manner across all stakeholder groups, and, to share experience and knowledge for the benefit of the team and wider business.</li> </ul>	<p>AF/I</p> <p>I AF/I/T AF/I</p> <p>AF/I/QC</p> <p>AF/I</p>
Other	<ul style="list-style-type: none"> <li>• Comfortable working in an environment of change, whilst demonstrating sensitivity to the effect of change on people and businesses.</li> </ul>	<p>AF/I</p>

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