

BUSINESS CONTINUITY ANALYST

BRANCH/UNIT	Systems Group		
TEAM	Technology Management & Support/Continuity Management		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 7		
POSITION NO.	TBA		
ANZSCO CODE	260000	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

The Business Continuity Analyst is responsible for reviewing and analysing the Systems Group Services, processes and information needs to ensure continuity of critical business functions during incidents and or business disruptions and that the organisation can adequately respond during such times.

3. KEY ACCOUNTABILITIES

1. Review and analyse the organisation's Systems Group services, processes and information needs to identify potential risks and losses that lead to business continuity improvements and design, test and implement recovery plans.
2. Review and update the business impact analysis to maintain recovery requirements, business impacts of a business disruption and recovery strategies for the business.
3. Analyse existing systems, applications and functions to identify specific scenarios and perform assessments to determine the probability and potential impact on the business.
4. Assess the Business Continuity implications of proposed technological or organizational changes, and coordinate any revisions to existing business continuity plans and procedures necessitated by such changes.
5. Undertake the testing of all technical components of the Business Continuity Plans on an annual basis, or whenever significant changes are made to those components to ensure the adequacy of existing plans and strategies.
6. Brief, educate, train and exercise the business on the incident response process and business resumption plans to build business continuity planning and management commitment, capability and performance
7. Provide business continuity advice and guidance to the business, prepare and monitor metrics and assist the business comply with the business continuity policy.
8. Work closely with team to ensure the Systems Group continuity process aligns with Business Continuity requirements, highlighting any gaps and raising risks accordingly.
9. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
10. Place the customer at the centre of all decision making.
11. Work with the Line Manager to develop and review meaningful performance management and development plans

4. KEY CHALLENGES

- Maintaining up-to-date plans and processes in an environment of constant change, including technology and application advances
- Securing resources to fulfil service delivery commitments for customers
- Managing an unpredictable capacity-related environment and devising solutions that are durable and scalable.
- Balancing the planned and longer term critical business planning with day to day operational demands.
- Working collaboratively across teams to ensure consistency and integration in resolving issues and implementing solutions in the face of competing priorities.
- Providing high levels of customer service and response to capacity issues within tight deadlines to minimize impacts on business.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Manager Problem & Major Incident	<ul style="list-style-type: none"> • Receive leadership, advice and support. • Provide information, advice and reports on projects, risks and issues. • Alert to issues and appropriately escalate matters requiring guidance for resolution.
Work team	<ul style="list-style-type: none"> • Share information and work collaboratively on projects, issues resolutions and solutions. • Seek specialist guidance, information and advice as required.
TAFE NSW managers and staff	<ul style="list-style-type: none"> • Receive issues and provide solutions to problems. • Provide information and advice for service continuity. • Liaise with corporate and other business specialists to ensure compliance with TAFE NSW and sector rules and standards.
External	
Vendors and service providers	<ul style="list-style-type: none"> • Liaise on continuity services and issues. • Keep abreast of emerging technologies and solutions.

6. POSITION DIMENSIONS

Reporting Line: Manager Problem & Major Incident

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Degree in relevant discipline or equivalent skills, knowledge and experience.
2. Ability to address and meet focus capabilities as stated in the Position Description.





8. CAPABILITIES

NSW Public Sector Capability Framework


Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan And Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Occupation / profession specific capabilities

Capability Set	Category and Sub-category	Level and Code
	Strategy and architecture, Technical strategy and planning, Continuity management	Level 4- COPL
	Strategy and architecture, Business strategy and planning , Business risk management	Level 4 BURM

FOCUS CAPABILITIES

The focus capabilities for the Business Continuity Analyst are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth and develop and apply new skills. Seek feedback from colleagues and stakeholders. Maintain own motivation when tasks become difficult.
Relationships		
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience. Clearly explain complex concepts and arguments to individuals and groups. Monitor own and others' non-verbal cues and adapt where necessary. Create opportunities for others to be heard. Actively listen to others and clarify own understanding. Write fluently in a range of styles and formats.
Results		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work. Initiate, prioritise, consult on and develop team/unit goals, strategies and plans. Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses. Ensure current work plans and activities support and are consistent with organisational change initiatives. Evaluate achievements and adjust future plans accordingly.
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence. Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options. Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness. Identify and share business process improvements to enhance effectiveness.
Business Enablers		
Technology	Adept	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks. Identify opportunities to use a broad range of communications technologies to deliver effective messages. Understand, act on and monitor compliance with information and communications security and use policies. Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business. Support compliance with the records, information and knowledge management requirements of the organisation.

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Strategy and architecture, Technical strategy and planning	Level 4- COPL	CONTINUITY MANAGEMENT (COPL) Implements and contributes to the development of a continuity management plan. Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes. Coordinates the planning, designing, and testing of maintenance procedures and contingency plans.
Strategy and architecture, Business strategy and planning	Level 4 BURM	BUSINESS RISK MANAGEMENT (BURM) Investigates and reports on hazards and potential risk events within a specific function or business area.