

POSITION DESCRIPTION

Manager, Risk and Resilience



WESTERN SYDNEY
UNIVERSITY

POSITION DETAILS

Position Title	Manager, Risk and Resilience
Classification	Senior
Position Number	7012357
School/Office	Audit, Risk and Resilience
Division	Office of the Vice Chancellor

POSITION PURPOSE

This role leads the development, implementation, and ongoing improvement of Western Sydney University's Business Continuity and Resilience Framework. It enables coordinated preparedness and recovery efforts by identifying critical dependencies and associated risks. The position also supports the broader enterprise risk function—advancing the Risk Management Framework, building risk capability, and assisting in the oversight of strategic and operational risks.

KEY ACCOUNTABILITIES

- **Lead, maintain, and continuously improve** the University's Business Continuity Management (BCM) Program, ensuring all components of the BCM lifecycle (planning, implementation, testing, assurance, and continuous improvement) are delivered.
- **Develop and maintain** BCM policies, frameworks, and processes, ensuring alignment with IT Disaster Recovery, incidence response, and University governance.
- **Facilitate and embed** business impact analyses and continuity planning across the University, identifying critical functions, dependencies, single points of failure, and ensuring recovery strategies and requirements (including resources, and dependencies) are documented and maintained
- **Deliver training and coordinate exercises** to build capability and confidence in crisis response and implement recommendations from testing outcomes, including structured scenario exercises and readiness assessments for the Crisis Management Team and critical functions.
- **Provide expert advice and lead initiatives** to enhance operational resilience and risk management, including special projects and strategic planning, and resilience uplift activities aligned with ISO 22301 and sector better practice.
- **Oversee compliance and reporting** for BCM and crisis management, ensuring effective

monitoring, documentation, and executive oversight.

- **Coordinate internal and external stakeholders** during critical incidents and advise on non-critical events to prevent escalation, ensuring structured activation, documentation, and decision support.
- **Maintain and update the University's Crisis Management Plan**, ensuring alignment with governance and operational requirements.
- **Coordinate the activation and operation of the Incident Management Team (IMT)**, including briefings, documentation, and support during incidents.
- **Support incident escalation and activation protocols** to ensure timely and structured decision making.
- **Lead post-incident reviews**, including lessons learned, corrective actions, and executive reporting.
- **Support the Senior Manager, Risk and Resilience** in broader risk operations and contribute to the implementation of the University's Risk Management Framework, including the coordination of risk and business continuity assessments and the preparation of ARC and Board papers.

Qualifications, experience and skills

1. Postgraduate qualification in a relevant discipline or equivalent experience in BCM and operational resilience.
2. Extensive experience in implementing and improving enterprise-wide BCM and crisis management frameworks, including BIA facilitation, plan development, exercising, and incident coordination.
3. Strong project and stakeholder management skills, with experience in strategic change implementation.
4. Proven ability to resolve complex problems proactively and strategically.
5. Exceptional leadership, communication, and stakeholder engagement capabilities.
6. Experience designing and facilitating workshops and training for senior leaders.
7. High-level skills in preparing reports, policies, and presentations for executive audiences, , including governance committees.
8. Flexibility to travel across campuses and adapt to operational requirements, including participation in after-hours incident response where required.

KEY RELATIONSHIPS

This position reports to: Senior Manager, Risk and Resilience

This position supervises: None

Key internal relationships:

- Executive Director, Internal Audit and Risk
- Chief Operating Officer
- University Executive, Directors and Senior Staff
- Executive Director, Operations and Commercial
- Chief Information and Security Officer
- IT and Digital Services
- Office for People

Key external relationships:

- Community bodies
- Government agencies
- Specialist consultants and service providers
- Industry partners
- Education sector

CHALLENGES

- Balancing competing priorities in disaster recovery and operational resilience.
- Managing diverse stakeholder needs and engagement across the University.
- Keeping the BCM Program current and responsive to emerging risks and organisational changes.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Senior HR Partner Minor Changes

Date: July 2025