

Role Profile

Role:	Resilience and Security Manager
Directorate:	Chief Network Operating Officer: Control & Operational Support
Salary Band:	8
Post reference:	COO27
Job Evaluation Date:	5/1/2018
Role statement of purpose:	Support the development and delivery of Resilience (Business Continuity & Emergency Planning) across the organisation to ensure effective response to emergencies and prevent or minimise disruption to critical business activities. To identify and risk assess critical and vulnerable sites across the Bee Network and devise and develop appropriate protective security plans to minimise the impact to sites and surrounding communities. Support the delivery and implementation of the Corporate Resilience work programme.
Reports to:	Senior Resilience Manager

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Business Continuity (BC), Emergency Planning (EP) and Counter Terrorism Protective Security (CTPS)	• Provide subject matter expertise in Resilience supporting the wider organisation. • Support the development and delivery of corporate Resilience strategies and processes in-line with the agreed RMS work programme. • Work with support and influence TfGM departments in devising Resilience plans and procedures that are robust, commensurate to the risks, mitigate disruption and reflect recovery activities. • Evaluate effectiveness of organisational BC & EP policies & procedures identifying new ways of working. • Support departments in the identification of business critical activities, through interpretation of complex and technical data identified via Business Impact Analysis (BIA). • Establish robust Work Area Recovery (WAR) arrangements to support the resilience of the organisation during times of disruption.

		• Develop procedural and operating systems including maintaining and continuous development of the SharePoint based Resilience Management System (RMS). • Advise the organisation on compliance with and adherence to all legal requirements in respect of BC, EP and CTPS.
2.	Relationships with internal departments and key suppliers	• Provide expert CTPS and resilience advice to Strategic Managers and key suppliers. • Establish excellent working relationships with TfGM senior managers and departments to champion and embed resilience and security principles across the business. • Negotiate, motivate, persuade and support key stakeholders in relation to the delivery of business continuity to ensure alignment and compatibility of Resilience arrangements e.g. Bus operators, Train Operating Companies and the Metrolink operator. • Work closely with the Information Systems department to ensure alignment of corporate Disaster Recovery and Cyber security arrangements. • Determine potential conflicting priorities between departments in the prioritisation and delivery of their CTPS and BC plans.
3.	Represent TfGM on Security and Resilience planning matters within TfGM and Greater Manchester	• Deputise for the Senior Resilience Manager and attend relevant meetings including external stakeholder groups as necessary. • Attend Greater Manchester Resilience Forum (GMRF) working groups as required including Control of Major Accident Hazards (COMAH), Training & Exercise, Risk Assessment, Plans and Lessons. • Build and sustain credible working relationships with a wide range of external stakeholders and act as the primary liaison with: Greater Manchester Police, British Transport Police, Counter Terrorism Security Advisers, Greater Manchester Fire & Rescue Service, North West Ambulance Service, Train Operating Companies, Bus Operators, Network Rail, Greater Manchester Resilience Unit and Local Authorities. • Influence key external partners at a tactical level to ensure transport matters are appropriately reflected within the Greater Manchester Resilience framework. • Act as the point of contact for partners on day-to-day counter terrorism protective security, transport related civil contingencies issues, challenging views when necessary.
4.	Training & Exercises	• Regularly test TfGM's incident response and CTPS arrangements across all levels of response. • Develop and deliver internal security exercises, devising challenging and novel exercise opportunities.

		• Represent TfGM, ensuring transport issues are adequately reflected within the GMRF multi-agency exercise programme. • Oversee resilience and security training opportunities for TfGM staff through the GMRF training programme. • Deliver and collate lessons learnt reviews following incidents, investigating areas for improvement and identifying and proposing solutions to drive forward resilience arrangements.
5.	Incident Response/Readiness	• Act as a tactical advisor to the Strategic Manager On-Call during major incidents and emergencies; • Deputise and act as the organisation Incident Management Team (IMT) lead where necessary. • Undertake annual review of the corporate incident management arrangements. • Provide recommendations for ongoing improvements to TfGM's resilience and security arrangements. • Attend multi-agency command & control structures (Police Silver) established at the tactical level representing TfGM. • Support departments in the response to a local incident, to provide guidance, instruction and specialist resilience and security advice.
6.	Event Management	• Work with internal stakeholders to ensure that all aspects of security and Resilience are integrated into event planning. • Undertake assessments of the impact of major events on organisational resilience. • Input into event specific risk assessments specifically advising on safety and security issues.
7.	Effective Counter Terrorism Protective Security arrangements incl. compliance with the Rail and Light Rail Security Regulations and Terrorism (Protection of Premises) Act	• Hold or be willing to undergo Non Police Personnel Vetting (NPPV) Level 2 and National Security Vetting to 'CTC' level. • Handle restricted, sensitive and confidential documentation according to the national protective marking system. • Provide appropriate and effective counter-terrorism and protective security advice to safeguard the Bee Network, its staff, infrastructure and passengers, designing policy and strategy for project delivery and implementation where required. • Interface with Department for Transport inspectors and Security Industry Authority (regulators) for security regulation compliance purposes. • Fulfil the role and requirements of one of the Deputy Nominated Security Contact, ensuring compliance with Rail/Light Rail/Terrorism Act as detailed in the roles and responsibilities attached to the role profile.

		Support delivery of organisational compliance to relevant legislative/regulatory requirements.
	Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable legislation and organisational policy:	- Data Protection Legislation. - TfGM Integrated Management System (In particular section SMS 201 Roles and Responsibilities). - Dignity at Work policy. - Information assurance and security in line with Cabinet Office and Department for Transport requirements. - Risk management. - TfGM policies and procedures. - Equality and Diversity Legislation. - TfGM Vision & Values. - Act in accordance with TfGM's values and behaviours.
C2	Any other reasonable duties as required from time to time	- Required to work flexibly to meet the needs of the organisation, including future aspirations around agile working. - Be reasonably available to support incident response/support in an emergency (this would include being on-call as part of a rota). - Required to work some un-social hours (e.g. evenings, weekend and overnight) and in inclement conditions (e.g. site visits, incident response and TSP specialist operations).

Key Interdependencies	
Key Contacts	Interim Head of Control & Operational Support, Health, Safety & Environmental Team, COO Team, IS Department and multi-agency GMRF Partnership.
Direct reports	None (But interfaces with external providers, TfGM Senior Managers and may be responsible for directing work of others on a project-by-project basis)
Budgetary responsibility	None (But opportunity to evaluate on-going financial needs to deliver improvements in organisational resilience).
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG but may involve short notice relocation during emergencies.

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Created by:				
Chris Thorpe, July 2017	Lucy Kennon February 2018	Janice Hawkins Aug 2021	Lucy Kennon Oct 2022	Sajjad Miah June 2026

Resilience & Security Manager (*Knowledge, skills and experience required at selection stage*)

E Essential Experience:	
E1	Subject matter knowledge within the field of Resilience and Counter Terrorism Protective Security
E2	Experience of working in a related resilience or counter terrorism security advisory role.
E3	Knowledge of the statutory framework within which civil contingencies and counter terrorism security operates.
E4	Detailed understanding of the national and local context within which civil contingencies and counter terrorism security operates.
E5	Excellent communication skills including the ability to engage with, persuade and influence Senior Managers and external partners including the emergency services.
E6	Skilled in the delivery of presentations and training in respect of resilience.
E7	Confident IT skills within Microsoft software, and in particular the ability to create excel spreadsheets to analyse and understand complex data and trends.
E8	Ability to prepare concise and well-structured reports for a variety of audiences.
E9	Ability to work under pressure and meet demanding deadlines especially during high-stress emergency situations.
E10	Already have or be prepared to undergo Police vetting to Security Clearance (CTC) level.
D Desirable experience:	
D1	Experience of working within the Greater Manchester Resilience Fraternity (or similar).
D2	Previous experience within public transport industry could be advantageous.
EQ Essential Qualifications – Technical, Vocational or educational:	
EQ1	Educated to degree level or equivalent levels of experience.
DQ Desirable Qualifications – Technical, Vocational or educational:	
DQ1	Qualification in a relevant subject e.g. Emergency Management, Protective Security, Crime Prevention Through Environmental Design, Disaster Management, Geography, Global Security, or Flood Risk Management.
DQ2	Qualification in a compatible field such as Health & Safety or Environment.
EA Essential Attributes:	
EA1	Ability to build and maintain strong networks of support and to forge effective partnerships with external agencies, and key stakeholders for the continuous improvement of services.
EA2	Ability to react to immediate problems of a complex nature and deliver pragmatic solutions sometimes under extreme pressure.
EA3	Self-motivated with ability to maintain focus and objectivity under various conditions.
EA4	Skill in managing conflicting demands, whilst progressing various ideas and plans concurrently.
EA6	Able to adapt and develop novel and innovative solutions to meet TfGM's BC, EP and CTP requirements.
EA7	Flexibility to adapt to a continuously changing organisation.
EA8	DELIVER - Guides actions ensuring commitments are met and outcomes achieved.
EA9	ADAPT - Encourages flexibility and responsiveness to changing needs.
EA10	CARE - Promotes supportive, considerate behaviours aligned with culture.
DA Desirable Attributes:	

DA1	Thinks and acts cross-functionally and cross-organisationally, beyond one's own professional areas of specialism, perceiving the wider picture and the implications of short-term decisions for the achievement of long-term strategic goals.
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