

Business Continuity Coordinator

September 2024

Reporting Relationship and Location	
Reports to:	Head of Enterprise Resilience
Team Business Unit:	Enterprise Resilience Safety & Risk
Purpose	
<p>The purpose of the role is to assist in the planning and management of Auckland Airport’s business continuity activities. Business continuity covers how you’ll get core parts of your business up and running again. Therefore, the role will assist in the testing to ensure, that Auckland Airport has robust and practical response and contingency plans, in case of emergencies and situations that threaten airport operations and business continuity.</p> <p>The person in this role will require a good understanding of business continuity and to work with teams across the business to identify potential risks to critical functions in order to write plans to recover as quick and easy as possible. Contingency planning is a crucial part of continuity planning – it means having a backup if your original plan no longer works.</p> <p>This requires a good level of influencing skills across all levels of the organisation. The role will assist in the design and delivery of business continuity exercises and will monitor and assist in the follow up, reporting and completion of any recommendations coming from such exercises.</p>	
Key Accountabilities	
Plan Development	Design comprehensive business continuity plans tailored to the organisation’s specific needs and risks. Incorporate input from key stakeholders and subject matter experts to ensure plan relevance and effectiveness. Regularly update and refine plans based on lessons learned from exercises, incidents, and changes in the business environment.
Risk Assessment	Identify and assess potential threats, vulnerabilities, and risks to the organisation’s operations, assets, and reputation. Prioritise risks based on their likelihood and potential impact on critical business functions and processes. Utilise risk assessment findings to inform the development of mitigation strategies and continuity plans.
Business Impact Analysis (BIA)	Conduct thorough business impact analyses to determine the criticality of business functions and processes. Define recovery time objectives (RTOs) and recovery point objectives (RPOs) for each critical function. Quantify the financial and operational impacts of disruptions to support decision-making and resource allocation.
Policy Development	Develop clear and concise policies and procedures governing business continuity planning and management. Ensure policies align with industry

<p>Training and Awareness</p>	<p>standards, regulatory requirements, and organisational objectives. Communicate policies effectively to stakeholders and enforce compliance throughout the organization.</p> <p>Provide comprehensive training programs to educate employees on their roles and responsibilities during a business disruption. Conduct regular awareness campaigns to promote a culture of preparedness and resilience throughout the organisation. Offer specialised training for key personnel involved in executing business continuity plans and procedures.</p>
<p>Coordination and Communication</p>	<p>Facilitate cross-functional coordination and collaboration among departments and teams involved in business continuity efforts. Establish communication channels and protocols to ensure timely information sharing during incidents. Coordinate with external stakeholders, such as emergency responders, government agencies, and vendors, to enhance response capabilities.</p>
<p>Documentation and Reporting</p>	<p>Maintain accurate and up-to-date documentation of business continuity manager plans, procedures, and related documentation. Generate reports and metrics to track the implementation and effectiveness of business continuity activities. Prepare post-incident reports to document lessons learned and recommendations for improvement.</p>
<p>Continuous Improvement</p>	<p>Monitor industry trends, emerging threats, and best practices in business continuity planning and management. Conduct regular reviews and evaluations of the organization’s business continuity program to identify areas for enhancement. Implement continuous improvement initiatives based on feedback, lessons learned, and performance metrics.</p>
<p>Incident Response</p>	<p>Lead the organisation’s response to business disruptions, activating business continuity plans and mobilizing response teams. Coordinate response efforts, allocate resources, and manage communication with internal and external stakeholders. Monitor the progress of recovery activities, adjust strategies as needed, and ensure the timely restoration of critical functions.</p>
<p>Compliance and Audit</p>	<p>Ensure compliance with relevant regulatory requirements, industry standards, and contractual obligations related to business continuity. Facilitate internal and external audits of the organization’s business continuity program to assess compliance and effectiveness. Address audit findings and implement corrective actions to strengthen the organisation’s resilience and readiness.</p>
<p>Team Support</p>	<p>Provide support to the Head of Resilience and the Emergency Planning Lead.</p>

<p>Health, Safety and Wellbeing</p>	<ul style="list-style-type: none"> • Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach • Lead by example, demonstrating and communicating visibly safe work. • Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. • Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. • Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team.
<p>Financial Responsibilities and Authorities</p>	
<p>Financial Authority</p>	
<ul style="list-style-type: none"> • Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader. 	
<p>Structure Chart</p>	
<pre> graph TD A[Head of Resilience] --> B[Emergency Planning Lead] A --> C[Business Continuity Co-ordinator] </pre>	
<p>Key Challenges</p>	
<ul style="list-style-type: none"> • Accurately identifying all potential risks and disruptions (natural disasters, cyberattacks, supply chain issues, etc.) and assessing their impact on business operations can be challenging because of Auckland Airport is a complex dynamic and ever evolving environment. • Keeping business continuity plans current with constant changes in business processes, technology, staff, and external risks is a significant challenge. • Business continuity efforts often require collaboration across various departments, each with its own priorities and processes. Ensuring alignment and engagement from all areas of the organisation, internally and externally, can be difficult. 	

- Ensuring that all employees are aware of business continuity plans and know their roles in an emergency can be difficult. Regular training and drills are essential but can be hard to implement across large or dispersed teams.
- Implementing new business continuity initiatives or making changes to existing plans can meet resistance within AIAL. Managing this change effectively, ensuring buy-in, and embedding business continuity into the organisational culture is often difficult.

Key Relationships	
Internal	Purpose of contact with this person/s
Must be able to work across all departments within the business, communicating and educating all levels of staff. The role therefore requires a good level of relationship management and influencing skill	
External	Purpose of contact with this person/s
May need to work with external agencies, including; Border, airlines and airport tenants.	
Person Specification	
Qualifications (or equivalent level of learning)	
Essential	Desirable
Business Continuity Certificate	Post Grad Certificate or Diploma in emergency management
Knowledge / Experience	
Essential	Desirable




<ul style="list-style-type: none"> • Minimum 2-years experience in the workplace. • Demonstrated experience of exercise planning, implementation and follow up. • Demonstrated experience with Business Continuity Planning • Demonstrated experience in continuous improvement. • Experience in project coordination. • Well-developed skills as a team contributor, with demonstrated ability to collaborate effectively across functional lines • Good business writing and verbal communication skills, including well-developed presentation skills • Excellent relationship-building skills at all levels of the organisation. 	<ul style="list-style-type: none"> • Experience in risk management and risk management systems. • Corroborative relationship skills with the ability to influence and educate both external stakeholders
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Key Skills / Attributes / Job Specific Competencies

Level	Skill / Attribute / Competency
<ul style="list-style-type: none"> • Working Knowledge 	<ul style="list-style-type: none"> • Excel • Remuneration policies and practices • Medium level knowledge of Microsoft applications

Values

Whiria te tangata. Our values weave us together. They're what we stand for, who we are and how we think, feel and act.

 All in Tātou tātou	<ul style="list-style-type: none"> • People first • Seek understanding • Acknowledge others • Empathise and support • Diverse & inclusive
 Know How Kōkiri Tahī	<ul style="list-style-type: none"> • Explore and solve together • Curious and open • Bring your voice & share your skills • Unite and collaborate • Right people in the room
 Let's Go Karawhiua	<ul style="list-style-type: none"> • Challenge yourself • Take pride • Act with intent and integrity • Keep your word • Deliver excellence

Changes to Position Description	
<p>From time to time it may be necessary to consider changes in the position description in response to the changing nature of Auckland Airport's work environment, including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required.</p>	
Sign-Off	
Job-Holder	People Leader
<p>Print Name: _____</p> <p>Sign: _____</p>	<p>Print Name: _____</p> <p>Sign: _____</p>