



**Head of Operational Resilience**  
**London - Hybrid**

FirstBank UK is a globally recognised, successful bank who provide world-class services to various institutions and individuals. Offering a comprehensive range of retail and corporate financial services/products, this thriving business boasts over 10 million active customers in over 700 business locations. Due to business requirements, we are now looking to acquire the services of an experienced Head of Operational Resilience.

- Office hours are Monday-Friday, 9am-5pm with a 1-hour lunch.

**Key Responsibilities:**

The Head of Operational Resilience, plays a critical role in designing, developing, and embedding an Operational Resilience (OR) function within our organization. The role is at the forefront of leading OR change, ensuring that our business processes are robust, adaptable, and resilient.

- 1) Operational Resilience Framework
- 2) Senior Management Awareness
- 3) Collaboration and Relationships
- 4) Risk Assessment and Testing
- 5) Incident Management and Cyber Risk
- 6) Policy and Procedure Review

**Key Skills/Experience:**

Financial services experience in either a Bank or Insurance company.

Previous experience in setting up an Operational Resilience Framework and delivering and managing business-critical processes. Practical experience in operational resilience, business continuity, crisis management, or IT disaster recovery is crucial.

1. Strong knowledge of Risk Management and Mitigation:
  - Understanding risk frameworks and methodologies.
  - Identifying and assessing risks related to operational disruption, supply chain, and outsourced functions.
2. Foundational understanding of Information Security, Cyber Security, and Data Protection:
  - Controls used to safeguard sensitive data.
  - Cyber threats.
  - Data protection regulations.
3. Experience of Change Management:
  - Implementing changes seamlessly while maintaining operational stability.



- Adapting to evolving business needs and technological advancements.
4. Understanding of Crisis Management and Communication:
    - Crisis response plans.
    - Effective communication during disruptions.
    - Coordinating with stakeholders and vendors.
  5. Experience of Business Continuity Planning from OR perspective:
    - Designing and testing business continuity plans.
    - Operating critical services r during disruptions.
  6. Understanding of Supply Chain and Outsourcing Risk and Operational Risk, including:
    - Risks associated with third-party suppliers and outsourced functions.
    - Identifying vulnerabilities and weaknesses in processes.
    - Conducting risk assessments and stress tests

**In return we offer a fantastic benefits package including:**

- Up to 10% employer pension contribution
- Life Assurance Cover
- Income protection
- Private Medical Insurance plan (upon successful completion of probation period)
- Contribution to glasses/contacts and eye testing
- Gym subsidy (up to £50 per month)
- Cycle to work scheme
- Employee Assistance Program
- Interest Free season ticket loan for travel
- Birthday Leave
- 25 days annual leave, rising to 28 after 3 years and 30 after 8 years' service
- Give As You Earn (GAYE)