

## Position overview

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| <b>Position title</b>                                                                   | Business Resilience Lead             |
| <b>Business unit</b>                                                                    | People Culture and Safety            |
| <b>Remuneration type</b>                                                                | Total Rewards                        |
| <b>Reports to</b>                                                                       | Head of Business Risk and Resilience |
| <b>Direct reports (role)</b>                                                            | Head of Risk and Business Resilience |
| <b>Locations(s)</b><br>(Unitywater operates on Kabi Kabi, Jinibara and Turrbal country) | Flexible                             |
| <b>Success profile</b>                                                                  | 6.3 Risk Role Success Profile        |
| <b>Delegation level</b>                                                                 | Level 5                              |

## Position purpose

The Business Resilience Lead is responsible for leading Unitywater's Business Resilience Program, ensuring the organisation has the capability, governance and resilience arrangements required to anticipate, withstand, respond to and recover from disruptions that may impact the delivery of critical services

Reporting to the Head of Risk and Business Resilience the role contributes to the strategic direction, delivery and continuous improvement of business continuity, incident and crisis management, security governance, critical infrastructure resilience and organisational preparedness. The role also supports compliance with relevant legislative and regulation obligations and represents Unitywater with regulators, government agencies, industry bodies and other external stakeholders.

Operating within a small specialist team, the role combines strategic thinking with hand-on delivery and implementation responsibilities, leading the development, maintenance and continuous improvement of resilience frameworks, plans, exercises, training and assurance activities.

## Position accountabilities

Key functions of the role include:

- Lead the development, implementation and continual improvement of Unitywater's Business Resilience Framework, Strategy and Program to strengthen organisational resilience and support the delivery of critical services.
- Establish, maintain and provide assurance over resilience-related governance frameworks, policies, standards and procedures, ensuring alignment with organisational objectives, risk management practices, applicable legislation, regulatory obligations and recognised industry standards.

- Lead the organisation's business continuity capability, including business impact assessments, continuity planning, exercising, assurance and continuous improvement activities.
- Maintain and continually improve Unitywater's business resilience framework, ensuring preparedness, escalation, response, coordination and recovery arrangements are established and tested.
- Develop and deliver resilience exercising, training and capability development programs to strengthen organisational preparedness and decision-making capability during disruption events.
- Lead the development, implementation and ongoing maintenance of Unitywater's Security Risk Management Framework, including the identification, assessment and treatment of security risks to critical services, assets, people, information and operations.
- Support the integration of climate resilience and adaptation considerations into organisational resilience planning and operational preparedness activities.
- Partner with business leaders and operational teams to embed resilience principles and ensure alignment between risk management, business continuity, security, incident, emergency and crisis management and recovery arrangements.
- Monitor emerging treats, risks, legislative changes, regulatory developments and industry trends to identify resilience improvement opportunities and ensure ongoing compliance and capability uplift.
- Provide expert advice, analysis and reporting to the Board, Executive Leadership Team, management committees and other governance forums on resilience and security.
- Represent Unitywater with regulators, government agencies, industry bodies, disaster management groups and other external stakeholders on matters relating to resilience and security.
- Lead resilience-related assurance activities, including reviews, audits, exercises, debriefs and lessons-learned processes, and drive continuous improvement initiatives arising from these activities.
- Lead, coach and develop team members and manage specialist resources, consultants and service provider to support the effective delivery of resilience program outcomes.
- Support and promote Unitywater's safety, risk and compliance obligations and undertake any other duties reasonably required within the scope of the position.

## Key relationships

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Key working relationships internal and external to Unitywater are:

- Audit and Risk Committee
- Executive Leadership Teams
- People, Safety and Governance Team
- Head of Risk and Business Resilience
- Business units across the organisation
- Regulators and Government Agencies
- Emergency Management and Response Agencies
- Industry Bodies and Sector Representatives
- Local, District and State Disaster Management Groups
- External Service Providers, Consultants and Auditors

## Capability requirements

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The requirements for the position are:

- Relevant tertiary qualifications in Organisational Resilience, Business Continuity, Incident and Crisis Management, Security Management or related discipline, or equivalent combination of qualifications and significant experience.
- Significant experience leading and delivering organisational resilience, business continuity, incident management, crisis management, security, critical infrastructure resilience or related programs within a complex organisational environment.
- Demonstrated expertise in organisational resilience, risk management, business continuity, incident and crisis management, security governance and critical infrastructure, including application of relevant legislation, regulatory obligations, standards and frameworks.
- Experience engaging, influencing and building trusted relationships with executive leaders, regulatory, government agencies, industry bodies and a broad range of internal and external stakeholders.
- Highly developed strategic thinking, analytical and problem-solving skills, with the ability to assess complex issues, identify interdependencies and develop practical, risk-informed solutions.
- Demonstrated ability to operate effectively at both strategic and operational levels, balancing long-term program development with hands-on delivery implementation
- Demonstrated enterprise perspective and systems thinking, with the ability to understand and manage the interdependencies between risk, resilience, security, critical infrastructure, operational delivery, regulatory obligations and organisational obligations.
- Proven leadership capability, including the ability to coach, mentor and develop others, manage competing priorities and drive outcomes through collaboration and influence.
- Highly developed written and verbal communication skills, including the ability to prepare executive-level reports, facilitate workshops and exercises, and present complex information to diverse audiences.
- Demonstrated experience leading assurance activities, exercises, audits, reviews and continuous improvement initiatives to enhance organisational capability and resilience outcomes.
- Strong project, program and stakeholder management skills, with the ability to coordinate multiple initiatives and deliver outcomes in a dynamic and evolving environment.
- Proficiency in the use of business systems, data analysis tools and technology platforms relevant to resilience, risk, security and governance functions.
- Current Class C Driver Licence.

## After hours service

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This role may be required to participate in after hours work and be part of an on call roster as the need may arise to ensure the continuity of service to Unitywater's customers.

## One Unitywater Behaviours

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The One Unitywater Behaviours define how we work together at Unitywater. They guide our everyday interactions, influence how we make decisions, drive us to achieve our strategy and help us to create our One Unitywater culture together.

*Create the Future* is about seeking to learn through new ideas and innovations, planning strategically, adapting to challenges and steering Unitywater towards a sustainable future.

*Care Together* is about fostering a culture of safety, collaboration, and customer-focused service. It's about creating a workplace where people feel valued, work inclusively and deliver outstanding outcomes for our customers.

*Own It* is about taking responsibility for our actions, being transparent and accountable, and striving for excellence in everything we do. It's about demonstrating integrity, welcoming feedback and ensuring we follow through on commitments.