 POSITION SUMMARY
In collaboration with the Chief Safety Officer, the Senior Director, Enterprise Risk and Resilience plans, designs, leads, implements and oversees the University’s framework, strategy and approach of Enterprise Risk Management (ERM), business continuity planning, organizational resilience, insurance risk management, and emergency preparation, management and recovery. The Senior Director is a member of the Safety & Risk Services leadership team and participates in the strategic planning process for Enterprise Risk and Resilience. The Senior Director develops an engagement approach for senior executives and the Board of Governors to set the annual ERM strategy and risk tolerance levels through policy. The Senior Director governs and implements risk management strategies, frameworks and systems that help identify, assess, mitigate, monitor and report on a wide range of strategic and operational risks, including the preparation of reports to the Vice-Presidents and Board of Governors. The Senior Director builds a culture of risk management and organizational resiliency across the University community. The Senior Director provides expert advice, consultation and strategic direction to senior leaders across the University on ERM policies, standards, guidelines and methodologies.

DUTIES AND RESPONSIBILITIES
1. Leads the planning, development, implementation, and operation of the Enterprise Risk Management (ERM) framework, strategies and process for the University by:
   • establishing ERM policies, processes and standards
   • providing expert advice, consultation and strategic direction to senior leaders on ERM policies, standards, guidelines and methodologies
   • integrating ERM’s role in supporting strategic business planning and objectives to facilitate the alignment of business plans to risk mitigation commitment related to enterprise risks, and to support the identification of risks related to business initiatives
   • proactively identifying and managing emerging issues; assessing emerging ERM frameworks, risks and best practices trends; and making recommendations for improvements to the overall risk framework
   • developing an engagement approach for senior executives and the Board of Governors to set the annual ERM strategy and risk tolerance levels through policy
   • participating in Board committees as required

2. Governs and implements risk management strategies, frameworks and systems that help identify, assess, mitigate, monitor and report on a wide range of strategic and operational risks by:
   • overseeing the management of risks according to an ERM framework
   • preparing and presenting reports to the Vice-Presidents and Board of Governors

3. Oversees all operational risk management activities of the University by:
   • monitoring, analyzing and reporting on risks within various departments/units/faculties
   • providing key inputs to the enterprise risk committee and ensuring alignment with organizational objectives
   • providing a broad range of risk related leadership, expertise and guidance to the Safety and Risk Services (SRS) team and across the University
   • providing mentorship to senior leaders in the identification, treatment and mitigation of risks

4. Initiates and leads the development and implementation of departmental/institutional level projects by:
   • identifying areas of risk
   • developing and presenting strategies to mitigate risk exposure in collaboration with appropriate stakeholders (project steering committees, project sponsors, etc.)
   • keeping appropriate stakeholders apprised of areas of concern through reporting and escalation mechanisms
   • ensuring proper risk management practices are embedded within the project management approach that is required for all enterprise-related activities and initiatives
5. Oversees the operational success of systems, practices and policies that support ERM and resilience across the University by:
   - developing and leading the formulation, service delivery and integrity of business systems/policies/procedures
   - building and managing collaborative relationships with senior leaders to understand business activities and issues; resolve issues; support and facilitate planning activities and project deliverable achievement; and identify opportunities to leverage resources, collaborate on projects and initiatives, and influence outcomes
   - facilitating risk identification, strategies for treatment and mitigation of risk, and identification of critical systems, assets and infrastructure and their points of vulnerability
   - ensuring ERM policies, strategies and systems are in compliance with applicable regulations, standards and the University’s overall strategic plan; and consistent with international risk management standards, including ISO31000
   - maintaining the institutional risk registry, and reporting to senior management, internal stakeholders and Board committees
   - conducting risk analyses; and preparing risk forecasts and progress reports for senior leaders
   - developing and maintaining the risk governance arrangements, governance documentation and risk tolerance and appetite approach
   - developing the risk management culture to support the implementation of enterprise risk management
   - leading the insurance risk management function to support the University’s compliance with requirements and obligations
   - identifying areas for process improvement that further mitigate risk; and implementing appropriate changes (e.g., opportunities for cost savings to the University)

6. Designs, plans, administers and leads organizational resilience and business continuity planning processes, tools and activities for the University by:
   - establishing, facilitating and executing a business continuity management process, aligned with the current enterprise risk management framework and process; and ensuring organizational resilience

7. Provides direction for the development, implementation, and evaluation of University emergency management and operational continuity programs by:
   - liaising and collaborating with senior University administrators and related committee program chairs
   - assessing critical institutional failure points (e.g., back-up for security communication systems at Surrey and Vancouver campuses); and recommending courses of action
   - leading the development, implementation, monitoring and evaluation of a university-wide Student International Travel Safety Program and centralized database registry
   - planning, designing, administering and leading emergency preparedness, response and recovery plans/programs/infrastructure

8. Drives the ongoing development and building of a risk management culture by:
   - coordinating employee awareness and training programs that emphasize the importance of risk management in all aspects of business operations and strategic decision making

9. Manages and directs the insurance risk management team by:
   - establishing and overseeing policies, processes, tools and systems (e.g., loss prevention and reduction strategies, contractual risk transfer, indemnifications, insurance and claims management) with the goal of identifying, assessing and mitigating financial, insurance and legal liability risks as they relate to university activity worldwide

10. Acts for the Chief Safety Officer upon request by the CSO.

11. Responsible for budget planning, implementation and oversight.

12. Responsible for the implementation of the SRS strategic plan within their designated portfolio, including creation, implementation and oversight of a group strategic plan.

13. Responsible for systems and process improvement within their designated portfolio, including needs identification, project planning, implementation and oversight.

Initial Effective Date: November 3, 2017
Latest Revision Date:
14. In consultation with the University community and others, creates procedures and guidance documents to mitigate risks that are anticipated to be a general liability to the University.

15. Negotiates and liaises with insurers, loss prevention engineers, brokers, consultants, lawyers, claims adjusters and inspectors regarding recommendations and mitigation strategies.

16. Identifies and leverages relationships with key external stakeholders, professional associations, partners and industry colleagues to share information, maintain currency on emerging best practices, industry trends and/or legislation/regulations and promote the organization’s vision and mandate.

17. Participates in all key University initiatives to identify risks and appropriate mitigation strategies and tools.

**IMPACT OF DECISION MAKING**

Makes decisions regarding:

- The identification, assessment, and mitigation of key risks that may impact the University’s ability to achieve its strategic goals. Reliance will be based on policies, procedures and guidelines the incumbent has developed and is responsible for.
- The design and execution of strategies, plans and processes to mitigate risks to the safety, security, operation and reputation of the University.
- Critical approaches to insurance risk mitigation as it relates to personnel, infrastructure and assets of the University.
- Advice to the Board of Governors on strategic enterprise risk management approaches.

**RELATIONSHIPS**

Maintains and forms alliances with recognized leading experts and authoritative decision makers. Partners with wide circle of contacts and involves them in generating mutually beneficial long-term opportunities and achieving agreeable outcomes. Represents the organization on strategic issues impacting multiple organizations, the community, and the professional field.

**Supervisory**

Direct Reports: between five and ten

Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training and development, evaluating performance, approving leaves of absence, and responding to grievances.

**Primary Working Relationships**

**Internal Connections** – participates as a member of the Senior Director Council in Safety & Risk Services (SRS). Works closely with the Chief Safety Officer, legal counsel, insurance brokers, claimants and others. Engages, builds, and leverages relationships internally with business partners and all levels of management to ensure programs, services and work processes are aligned with business requirements.

**External Connections** – Participates in University committees and groups (i.e., Audit, Risk & Compliance Committee) as required. Represents the University in provincial, regional and national forums as appropriate. Builds and manages relationships with external stakeholders and vendors as required, to identify ongoing and changing trends and legislation/regulations.

**QUALIFICATIONS**

Master's degree in Business Administration, Risk Management, or related discipline with a professional designation in accounting or risk management (CPA, CRM) and eight years of related experience in risk management processes, standards and systems, including experience in strategic planning and collaborative leadership in the development of organizational risk mitigation and safety programs; enterprise risk reporting, compliance, emergency management, and business systems within a public post-secondary environment; or an equivalent combination of education, training, and experience.

- Excellent knowledge of ERM standards and frameworks.
- Excellent knowledge of business process and risk management principles and guidelines (including ISO31000).
- Excellent knowledge of business continuity planning and organizational resilience principles and guidelines (including ISO22301).

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• Excellent knowledge of the culture, organizational structure and unique environmental influences of post-secondary education and/or other public sector organizations.
• Excellent project management skills.
• Excellent problem-solving, analytical, strategic thinking and planning skills.
• Ability to create and implement innovative and proactive measures, and provide solutions for non-insurance related business risk issues.
• Ability to develop strategies and supporting materials to introduce new institutional initiatives, monitor implementation, and enhance adoption.
• Ability to collaboratively develop responses to incidents related to personal safety and risk/threat assessment.
• Ability to maintain strict confidentiality and to exercise initiative and discretionary judgment.