

Risk & Resilience Officer

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Risk & Resilience Officer

Position in the organisation

Reports to the Risk and Resilience Manager

Member of our Risk team

Part of our Finance & Assurance directorate

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

In Finance & Assurance, our vision is to be the Society's single point of truth. We are trusted partners, credible experts, working as one team to be a true enabler to the organisation as it makes impact to end the devastation of dementia.

Partnership, collaboration, accountability, professionalism and a restless desire to constantly improve are needed in every role across Finance & Assurance. That is true for this role the Risk & Resilience Officer who will work in partnership with stakeholders across Directorates, to deliver a professional, credible, and valued risk and resilience service.

The Risk & Resilience Officer helps to strengthen the Society's risk and resilience arrangements, contributing towards an effective organisation that is risk-informed and mature in its ability to consider, assess, and respond to risk across its activities. Working closely with directorate representatives, the Risk & Resilience Officer will help and support with facilitating high-quality and high-impact risk information to support decision-making and ultimately the Society's successful achievement of its objectives.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A trusted expert** who believes in working **Better together** and demonstrates true **Compassion**.

Key accountabilities and responsibilities

- Support the Risk and Resilience Manager with the facilitation and coordination of enterprise risk management across the organisation.
- Champion the development of a positive organisational risk culture and enterprise risk management processes across the Society.
- Assist with ensuring that key aspects of the risk management framework (risk policy, guidance, and proposed risk appetite statement/(s)) are maintained and regularly reviewed.
- Contribute to the facilitation and coordination of business continuity across the organisation.
- Support with ensuring key aspects of our organisational resilience framework (business continuity policy, Society-wide and Directorate resilience plans, and incident management plans) are maintained and regularly reviewed.
- Liaise with Society colleagues and teams, helping to ensure risk and resilience arrangements are effectively aligned and embedded within key Society processes.

- Assist with the production, maintenance, and coordination of high-quality risk and resilience information across Directorates, as well as Corporately.
- Share information and best practice across Directorates to help drive consistency and effective risk and resilience escalation arrangements.
- Support with insurance tasks, as required.
- Contribute towards a culture of continuous improvement within the Risk team.
- Keep abreast of sector best practices and emerging trends in risk, business continuity, and insurance.

We are looking for someone who can...

- Understand the critical role of Finance & Assurance as an enabling partner directorate in ultimately creating impact to end the devastation of dementia, linking everything you do back to the ultimate objectives of the Society.
- Work collaboratively and enthusiastically with colleagues across Finance & Assurance and across the Society more widely to deliver first class partnership and expertise.
- Role-model our values and embrace a high challenge, high support, high performing environment.
- Drive continuous improvement, including through bringing best-practice from across the sector and more widely, using horizon-scanning and networks to bring new ideas to the table.
- Have the ability and willingness to travel independently on behalf of the Society on request, including occasional overnight stays as required.
- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be enthusiastic for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Part qualified professional in Risk Management and/ or Business Continuity (IRM, BCI etc.), or Risk Management/ Business Continuity experience within an organisation, including a track record of maintaining successful risk management arrangements	A/I
Experience of providing risk management & resilience advice, support, and facilitation	A/I
Knowledge of risk management and/ or Business Continuity frameworks, processes, and methodologies	A/I
Knowledge of insurance processes, limits, and claims processes	A/I
Clear, effective and persuasive communication skills - able to balance assertiveness with the need to build and maintain positive working relationships	A/I
Proven ability to develop effective working relationships, to connect with and influence colleagues at all levels	A/I

Competencies & personal attributes	Application (A) or interview (I)
Takes initiative and is comfortable working independently as well as collaboratively	I
A critical thinker, able to identify and act on ways to work more effectively and efficiently	I
Celebrates progress, solutions and impact rather than activity	I
Delivers effectively to timelines in complex and sometimes ambiguous environments	I
Deeply committed to the development of yourself and others	A/I
Resilient and adaptable, with a strong work ethic and the ability to navigate changing situations and diverse teams.	I
Welcoming and respectful of diverse perspectives, experiences, and opinions	I
A team player who sees opportunity and energy in working together to solve problems	I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave