



# An alternative career in finance

## Operational Resilience Manager

We are on the lookout for a bright individual to join our newly established Operational Resilience Team; someone who is smart, solutions orientated and want to deliver excellence in an operations team that will support our growing funds and corporate services businesses across the Aztec Group.

This is a new role and therefore is a great opportunity for someone who wants to be part of something new and innovative and use their skills and experience to play an important part in driving operational resilience in multiple areas of the Aztec Group's operations.

To find out more or apply, visit [aztecgroupp.co.uk/careers](http://aztecgroupp.co.uk/careers), email [careers@aztecgroupp.co.uk](mailto:ccareers@aztecgroupp.co.uk) or call us on +44 (0) 1534 837562.

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# Job Description

## Manager - Operational Resilience



### Reports to Director – Operational Resilience

The Operational Resilience Team is a newly established cross-jurisdictional team within Aztec Group whose focus will be on Internal Controls, Quality Assurance, Facilities and Business Continuity. A core part of the COO Office, this team will ensure our operations remain robust and resilient to the changing environment in which we operate.

The purpose of this position is to manage all aspects of the team, providing support across the Aztec Group. This position in particular, will have a strong focus on the Internal Controls element that the team is involved with.

### Key responsibilities:

#### Internal Controls

- + Be a subject matter expert on our internal control environment
- + Be an active member of the Internal Controls Working Group, coordinating the reporting from the Working Group to the Operations Committee, one of the governance committees of the Group
- + Design and delivery of new controls and procedures in response to areas such as changes in regulation/legislation, feedback from the business, operational risk and technology changes
- + Undertaking a systematic review of all policies, procedures and checklists to ensure they are robust, scalable and meet the business requirements

#### Quality Assurance

- + Assist with the design and implementation of a Quality Assurance Programme
- + Coordinate a testing plan, be involved in the testing itself, assist with the drafting of reporting and designing and implementing recommendations based on the results
- + Work proactively with key stakeholders to help drive measurable improvements against areas identified in the reviews, to include specific training and development needs
- + Lead delivery of the Aztec Group's ISAE 3402 audit programme with the external auditors

#### Facilities and Business Continuity

- + Provide oversight on the supplier oversight model to ensure all supplier relationships are monitored in compliance with Aztec Group policies
- + Oversee the resource responsible for business continuity to ensure the continuity plans are kept up to date and a testing schedules are adhered to

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# Job Description

## Manager - Operational Resilience



### Key responsibilities (continued):

#### Team Management

- + Actively build, manage, nurture and develop a cross-jurisdictional team, including acting as a mentor to direct reports, ensuring their objectives are aligned to the strategy of the team

#### Other

- + Demonstrate effective communications with the team and the business providing regular reporting feedback so that all targets are met, and stakeholders are engaged
- + Contribute towards the business as a whole, for instance, in identifying improvements and efficiencies that could apply across the business and liaising with the Business Improvement Team, IT and Risk teams to implement
- + Ad-hoc tasks that may be required to be undertaken as part of a COO office or as the business requires

The Operational Resilience Team is a new team and therefore its remit will grow over time and you will be expected to be involved in the development of the team's strategy and objectives.

### Skills, knowledge, expertise:

- + Strong alignment to Aztec Group values and ability to lead, coach and mentor a team aligning to these values
- + Very high level of integrity and dependability
- + Strong internal and external communication and excellent interpersonal skills, together with the ability to develop good working relationships within the business
- + Positive and proactive approach
- + Proven practical experience in developing policies and procedures and the successful implementation of these into a business
- + A deep understanding of operational risk and internal controls appropriate to a regulated financial services business
- + A broad technical understanding of a wide range of platforms and technologies
- + Knowledge of ISAE3402 controls testing would be an advantage
- + Logical approach, analytical ability

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## Manager - Operational Resilience



### Skills, knowledge, expertise (continued):

- + Solutions orientated critical thinking
- + Awareness of industry best practice
- + Proven ability to quickly learn new information, processes and procedures
- + Proven ability to meet deadlines and proactively identify and deal with problems
- + A self-starter with the ability to work independently on concurrent initiatives

### General Information

- + There is a requirement to travel to various locations for this role, for both team management purposes and for building relations with colleagues and teams in other Group jurisdictions

The successful candidate would be expected to have obtained professional qualifications supportive of the skills, knowledge and expertise set out above. We will provide further training for relevant technical knowledge and other management and leadership skills necessary to excel in the role and to enhance your professional development. You will need to be quick to learn new systems and great with people, as close working relationships between our colleagues and clients is at the heart of what we do.

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