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OPPORTUNITY PROFILE

DIRECTOR, BUSINESS CONTINUITY & EMERGENCY MANAGEMENT



SIMON FRASER
UNIVERSITY

the right people

SIMON FRASER UNIVERSITY

DIRECTOR, BUSINESS CONTINUITY & EMERGENCY MANAGEMENT

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THE REGION

METRO VANCOUVER

Metro Vancouver, with a population of 2.6M, is a vibrant collection of municipalities spread across the Lower Mainland of BC. Surrounded by mountains, ocean, and farmland, the region is a paradise for those who enjoy splitting their time between lively urban environments and the great outdoors. The region is a place where it is possible to go skiing, golfing, and sailing all in one day. Less than two hours to the mountain resort of Whistler / Blackcomb, and approximately three hours to Seattle, the region offers something for everyone.

Based in Burnaby, BC, this opportunity also includes responsibilities for Simon Fraser University (SFU)'s Surrey and downtown Vancouver campuses. Burnaby is centrally located within the heart of Metro Vancouver, only a few minutes' drive to both the North Shore and downtown Vancouver. With almost 200,000 residents, Burnaby includes suburban and urban areas, and is home to freshwater lakes, forested parks, and an ocean beach.

Surrey is BC's second-largest city and one of the fastest growing cities in Canada; it is expected to surpass the City of Vancouver as BC's largest city within the next ten years. With over 6,000 acres of parkland, Surrey is home to a diverse array of cultural communities and has a vibrant arts and cultural scene. Connected to the rest of the Lower Mainland by an extensive transit network, Surrey has become a preferred destination for newcomers to the Lower Mainland.

With just over 600,000 residents, Vancouver is home to an ethnically and linguistically diverse community and is consistently ranked as one of the world's most liveable cities. Described as "Manhattan with mountains," locals take advantage of the temperate climate by spending their time at the city's many parks and beaches and on the waterfront Seawall, as well as enjoying the city's world-class restaurants, shopping destinations, and cultural events.



THE INSTITUTION

SIMON FRASER UNIVERSITY

Simon Fraser University (“SFU”) is consistently ranked among Canada’s top research-intensive universities and is Canada’s #1 comprehensive university. SFU forges lasting partnerships that enhance the social, economic, and cultural well-being of the communities it serves. SFU equips its students with the knowledge, skills and experiences that prepare them for life in an ever-changing and challenging world. With more than 180,000 alumni around the world, SFU’s work and impact can be seen in all corners of the globe.

Guided by a shared vision to be a leading research university, advancing an inclusive and sustainable future, SFU is committed to meeting the changing needs of both the world around us and the people and communities it serves. With vibrant campuses in BC’s three largest cities—Burnaby, Surrey and Vancouver—SFU is not just shaping minds, it is also shaping communities.

Established in 1965 on the traditional territories of the Coast Salish peoples, including the səliłwətał (Tseil-Waututh), kʷikʷə́ləm (Kwikwetlem), Sḵwxwú7mesh Úxwumixw (Squamish) and xʷməθkʷə́yəm (Musqueam) Nations, the Burnaby campus houses the majority of SFU’s world-class academic and research infrastructure. The Vancouver campus, known today as the intellectual heart of the city, opened in 1989 on traditional xʷməθkʷə́yəm (Musqueam), Sḵwxwú7mesh Úxwumixw (Squamish), səliłwətał (Tseil-Waututh) territories to foster connections with the business community and meet the educational demands of working professionals. Opened in 2002, SFU Surrey campus resides on the traditional territories of ą́íćą́ (Katzie), kʷikʷə́ləm (Kwikwetlem), Qayqayt, Kwantlen, Semiahmoo and Tsawwassen peoples and has brought SFU’s cutting-edge initiatives and programs into BC’s fastest growing city.

More than 7,000 faculty and staff provide support to the university’s facilities, classrooms, students and campus experiences. SFU’s faculty and staff ensure we are able to offer our 37,000 students the best educational experience possible during their time at SFU. SFU is committed to fostering a diverse, equitable and inclusive community for all. Through its dedication to inclusive excellence, SFU strives to create an environment where everyone is valued, respected and empowered to succeed.

To learn more, please visit SFU’s [website](#).

The Director, Business Continuity and Emergency Management ("Director") provides leadership in advancing SFU's organizational resilience through integrated Emergency Management, Business Continuity Management (BCM), and Travel Risk Management. The Director leads the development, implementation, and evaluation of institution-wide plans and strategies that ensure readiness, continuity, and recovery in the face of emergencies, disasters, and global travel risks. The role oversees coordinated efforts in mitigation, preparedness, response, and recovery across all campuses and departments, and provides expert consultation in the development of related policies, procedures, and operational frameworks. The Director establishes and maintains robust contingency planning processes, drives enterprise-wide business continuity strategies, and leads the implementation of travel risk management tools and protocols. Through proactive planning, innovation, and collaboration, the Director strengthens the institution's ability to safeguard its people, operations, and mission during times of disruption or crisis.

The Director reports to the Chief Safety & Risk Officer and participates as a member of the Leadership Team in Safety & Risk Services (SRS). They work closely with the Senior Director, Campus Public Safety, legal counsel and others. Engages with senior leadership on an ongoing basis, providing risk assessments, incident briefings, and strategic guidance on emergency management, business continuity, and crisis response.



Key Responsibilities:

Leads the design and implementation of an emergency management and continuity program by:

- Overseeing a coordinated University approach to emergency management, including mitigation, preparedness, response and recovery across the organization;
- Directing the implementation of plans, procedures and training to maintain Emergency Operations Centres at all three campuses in a state of readiness for activation;
- Chairing Crisis Management Team (CMT) meetings, ensuring alignment with university-wide emergency preparedness, response, and recovery strategies;



- Preparing and delivering briefings, reports, and strategic recommendations to senior leadership and regarding ongoing and emerging crisis management issues, incidents, and response efforts;
- Participating in labour disruption planning and strategic response, identifying and integrating key stakeholders as part of a coordinated university approach and providing confidential input and planning guidance to senior leadership;
- Providing strategic program consultation, expertise and leadership to the development and implementation of policies, procedures, and processes;
- Providing strategic advice, counsel, briefings and decision support to the Chief Safety and Risk Officer and Executive team on developing emergency management matters;
- Developing and implementing emergency management policies and programs in regulatory compliance;
- Supporting an enterprise-wide effort to create a strong safety culture and become resilient to major emergencies and disasters;
- Developing long-term and short-term safety and emergency management strategies and plans, ensuring alignment to the broader goals and strategies of the University;
- Developing and implementing enterprise strategies that increase institutional-wide safety and resiliency;
- Establishing university response priorities; develops and implements university-wide emergency preparedness, operation continuity plans; researches and develops theoretical frameworks and templates;
- Participating in and providing emergency planning and operational continuity expertise on campus safety committees;
- Partnering with government stakeholders, as well as leading and participating in emergency management working groups and committees related to post-secondary institutions across the province;
- Overseeing educational and training programs that expand the University's capacity to prevent, respond, mitigate, and recover from emergencies; in conjunction with municipal/provincial/federal guidelines.



Leads the University's business continuity management system and initiates resiliency by:

- Leading enterprise-wide business continuity plans and strategies. Including risk assessments, prevention, mitigation, response, recovery, and resumption, in conjunction with business unit leaders;
- Leading the development of business continuity strategies to support critical business functions;
- Providing executive-level briefings and regular updates on business continuity planning efforts, emerging risks, and operational resilience strategies;
- Leading the institution's coordinated and collaborative groups working across various stakeholders to enhance the institution's resilience;
- Facilitating communication and cooperation among different departments, external partners, and community members to develop and implement strategies that strengthen the capacity to respond to and recover from challenges;
- Developing the BCM framework;
- Overseeing and implementing Business Continuity tools, processes and capabilities;
- In collaboration with internal and external stakeholders, develop and manage recovery procedures for the restoration of critical business processes in the event of natural disasters, technical failures, power outages, and human interference;
- Support aspects of recovery plan implementation and efforts, recovery procedures, and business resumption processes;
- Developing and overseeing protocols, procedures and associated plans for recovery administration and business continuity based on regulatory requirements and industry best practices;
- Overseeing a framework and methodology for the completion and maintenance of contingency plans by internal departments and units; directing updates and testing of documented Business Continuity plans.



Leads the development, implementation, and evaluation of travel risk management by:

- Developing and overseeing the Travel Risk program in accordance with SFU's Travel policy;
- Providing strategic program consultation, expertise and leadership to the development and implementation of policies, procedures, and processes;
- Leading the travel risk program to support academic and research opportunities;
- Developing and delivering strategic travel safety briefings to Executive team and Senior Leaders;
- Establishing a collaborative approach for students and employees to assess, mitigate and respond to risks associated with travel to domestic and international destinations;
- Overseeing a coordinated approach to travel incidents, including mitigation, preparedness, response and recovery;
- Supporting an enterprise-wide effort to create a strong safety culture and become resilient to major emergencies and disasters;
- Overseeing systems and processes for university-supported travel;
- Attending training sessions, workshops, and conferences to remain current on emergency planning, relevant industry trends, and existing or new regulatory requirements and to develop working relationships with other emergency management specialists.

Provides operational planning and resource management leadership across the Business Continuity and Emergency Management function by:

- Developing the portfolio's budget and annual submissions to the Board of Governors report;



- Managing staffing activities for continuing and temporary employees, including applying collective agreement provisions and University policies in consultation with Human Resources;
- Initiating recruitment for temporary and continuing staff, hiring staff, and providing or directing the provision of training and development;
- Maintaining KPI metrics and reporting;
- Participating in the planning, development and collaborative implementation of strategic initiatives and special projects as required.

The Director, Business Continuity and Emergency Management makes decisions regarding:

- The design and execution of strategies, plans, and processes to mitigate risks to the safety, security, operation and reputation of the University;
- The identification, assessment, and mitigation of key risks that may impact the University's ability to achieve its strategic goals;
- Developing and maintaining business continuity and recovery plans for critical functions;
- Activating the Emergency Operations Centre and directing crisis response strategies across campuses;
- Operational continuity strategies during labour disruptions, including stakeholder integration;
- Selecting and securing emergency management equipment, tools, and facilities;
- Long-term training and exercise schedules for emergency preparedness;
- Travel risk protocols, including systems, assessments, and institutional responses.



Problem Solving and Level of Supervision

The Director, Business Continuity and Emergency Management solves problems related to:

- Ensuring operational continuity during disruptions (e.g., natural disasters, strikes, etc.);
- Promoting consistency across campuses by standardizing emergency procedures, training, and communication strategies;
- Maintaining regulatory compliance by aligning emergency, safety, and travel policies with evolving legal and institutional standards;
- Fostering a culture of preparedness and resilience;
- Stressful, unfolding critical events;
- Issues related to the design and implementation of complex projects and initiatives that require consultation and collaboration with a variety of internal and external stakeholders.

Relationships

The Director 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.



THE PERSON

Professional & Personal Qualifications

Master's degree in Risk Management, Emergency Management, or a related field, along with six+ years of experience in compliance, emergency management, travel risk, and business continuity, preferably within a public post-secondary environment; or an equivalent combination of education, training, and experience.

- Excellent knowledge of business processes and risk management principles (including ISO31000);
- Excellent knowledge of business continuity planning and organizational resilience principles and guidelines (including ISO22301);
- Excellent knowledge of emergency management standards and frameworks;
- 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 conduct consultations and develop policies;
- 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;
- Ability to lead change and create a positive working environment;
- Ability to demonstrate a high level of empathy, tact, diplomacy, and discretion;
- Ability to apply multidimensional systems thinking and demonstrate self-awareness;
- Ability to solve problems with a collaborative approach.



Competencies and Personal Characteristics

Leadership – Achieves desired results by encouraging the contribution of others; a courageous and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.

Strategic – Develops a plan in support of organizational strategic direction; demonstrates an understanding of the link between one's job and organizational goals, and performs one's job with the broader goals in mind.

People Development – Fosters development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally and informally recognizes deserving staff and colleagues.

Influential and Collaborative – Has an open and consistent approach to working with others and possesses strong interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

EDI and Truth & Reconciliation – Possesses a deep appreciation and track record of supporting and implementing EDI and reconciliation initiatives, and efforts to decolonize systems and structures; creates a culture of belonging and safety for all students.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the spirit behind the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Accountable – Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas; designs and implements new or cutting-edge programs/processes.

Effective Working Relationships – Treats colleagues, and stakeholders with respect; resolves conflicts in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Communication – Clearly presents written and verbal information; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well; values transparency.

Student and Staff Focused – Anticipates and attends to the needs of employees and students, and other internal and external partners of SFU; keeps staff and student interests in the forefront.



SFU is an equity employer and strongly encourages applications from all qualified individuals including women, Indigenous Peoples, visible minorities, people of all sexual orientations and gender identities, persons with disabilities, and others who may contribute to the further diversification of the university. All qualified candidates are encouraged to apply, however Canadian citizens and permanent residents will be given priority.

COMPENSATION

A competitive compensation package will be provided including employer-funded DB pension, free tuition, and excellent benefits. The salary range is \$122,570 to \$158,620 with a hiring point of \$144,200.

FOR INFORMATION PLEASE CONTACT:

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