

Eric Jeffery MBCI, FLD

PERSONAL PROFILE

I am an enthusiastic and professionally qualified (MBCI) Business Continuity Manager/Consultant fully conversant with all aspects of Business Continuity Management and Disaster Recovery. I have worked for over 17 years within the Business Continuity Industry mainly within Financial Institutions, Business Continuity Service providers and Councils. I enjoy working within fast moving and challenging environments and thrive on resolving the challenges that this presents.

Professional Memberships

Member of the Business Continuity Institute MBCI since 1995
Finance & Leasing Diploma (FLD) since 1980

Key Skills

Business Continuity Management Consultancy Expertise
Emergency Management Expertise
Experienced in producing Businesses Impact Analysis & Business Continuity Plans
Proven Training Expertise
Presentations made to CEO, MD's and Finance Directors of various companies
Business Continuity Plan Testing
Speaker at many Business Continuity Training and Knowledge Transfer Events
Good Communication Skills - Ability to interact with people at all levels
Valued Team Player
Strong Negotiating Skills
Strong Analytical Skills
Experienced Person Manager
Bid and Project Management Skills
Experience user of Business Continuity Planning software tools including Strategy.
Experienced user of Microsoft software tools e.g. Word, Excel, Access, Project etc
Conversant with ITIL and Prince 2 methodology as it relates to Business Continuity
Conversant with ISO 17799, PAS56 and BS25999



**Member number 78 of the
Business Continuity Institute
2007**

CAREER DETAILS

Nov 2005- to Date

Business Continuity Manager – Leicestershire County Council

Responsibilities and Achievements:-

- Developed and delivered BIA to identify Business Critical Services.
- Established and implemented a Corporate Service Continuity Strategy for the County Council
- Facilitated the production of BC plans for Business/Service Units
- Lead BCP projects and initiatives regarding Work Area Recovery, IT Disaster Recovery, and setting up of an Emergency Co-ordination Centre
- Provide training courses on Business Continuity Management
- Give guidance on service continuity/recovery strategies
- Chairman of the Local Resilience Forum Promoting Business Continuity Management Group
- Developed Business Continuity Advice and brochures for local businesses and Voluntary Organisations
- Compliance with the Civil Contingencies Act 2004 in particular Chapter 6 and 8 of the guidance concerning Emergency Preparedness

Nov 2004- to Sept 2005

Self Employed Business Continuity Consultant

June 2004 to Nov 2004

Crisis Management and BCP Manager – GE Consumer Finance (Home Lending)

April 2001 - to June 2004:

Self Employed Business Continuity Consultant

Responsibilities and Achievements:-

- Developed and delivered “End to End” Business Continuity Programmes and Business Continuity Plans for Alltel Mortgage Solutions & Skipton Building Society.
- The plan for Alltel Mortgage Systems was inspected by the client Bradford & Bingley PLC and signed off as fit for purpose.
- Master Class Training Course and other Business Continuity related training to Business Continuity Analyst taking over the role from me.
- Developed a series of standards and methodology for Business Continuity Management for use within both businesses.
- Organised and participated in tests at third party Continuity Providers for both Work Area and Call Centre Recovery.
- Wrote a paper for Alltel Mortgage Solutions on the alternatives for Critical Records Storage.

Jan 1999 - April 2001

Senior Consultant - Synstar Business Continuity Division

Responsibilities and Achievements: -

- Production of the Synstar Business Continuity plans.
- Grew the Business Continuity Consultancy services portfolio offered by the company.
- Developed Synstar’s position as a leading Continuity Services company in the U.K.
- Created, managed and delivered Business Continuity training courses on Business Continuity Management.
- Provided Presales support to the Synstar Sales force.
- Marketed, demonstrated and sold Business Continuity software package call Strategy to potential clients.
- Production of Business Impact Analysis for clients
- Produced Business Continuity Plans for Synstar’s clients
- Providing Business Continuity Consultancy and advice to third party customers.

1991 – Dec 1998

Senior Contingency Consultant – Alliance & Leicester / Girobank

Responsibilities and Achievements: -

- Documentation of Contingency procedures for use should the IBM mainframe and supporting IT infrastructure fail.
- Production of test scripts and testing of the above.
- Developed and implemented offsite storage arrangements for data and vital records.
- Managed & developed a change control mechanism for Business Continuity Plans so that they were kept up-to-date and reflected the current position should they need to be used in a disaster scenario.
- Established and equipped two “Hot” standby Emergency Command Centres and maintained them in a constant state of readiness
- Documentation of Do’s and Don’ts for the Public Relations BC Plan and production of an Industrial Relations Crisis Plan.
- Successfully introduced and co-ordinated Business Unit plan development throughout the banking business.
- Documented and organised Testing of Corporate Recovery Team Plans
- Agreement & documentation of Service Level Agreements with suppliers
- Developed an appropriate Business Continuity Methodology & Policy for the bank/Building Society and ensured that it remained relevant & matched the prevailing needs of the business.
- Production of Business Impact Analysis & Business Continuity Plans for both the Bank and subsidiary companies.
- Auditing of third party plans.
- Production & presentation of various Business Continuity Planning Courses and training to both line management and third part customers.

1990 – 1991

Project Manager – Alliance & Leicester / Girobank

1984 – 1990

Customer Accounts Manager – Girobank

1978 – 1984

New Business Representative – United Dominions Trust Ltd

1977 – 1978

Assistant to the Accountant – Perishable Transport Holdings Ltd

1973 – 1977

Liquidators Assistant – Thornton Baker & Co

1971 – 1973

Assistant Supervisor – Lloyds Bank PLC

PERSONAL DETAILS

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‘E’ Mail Address: eric@contingencyeric.co.uk
Driving Licence: Clean
Interests: Computers, Aviation, Travel and Gliding
Marital Status: Married with 1 son