



Member number 78 of the  
Business Continuity  
Institute  
2010

## Eric Jeffery MBCI, FLD

### PERSONAL DETAILS

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**Driving Licence:** Clean  
**Interests:** Computers, Aviation, Travel and Gliding

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### PERSONAL PROFILE

*I am a professionally qualified (MBCI) Business Continuity Manager/Consultant fully conversant with all aspects of Business Continuity Management and the duties conferred on Category 1 and 2 responders under Civil Contingencies act 2004.*

*I have gained extensive experience within the Business Continuity Industry mainly within Financial Institutions, Business Continuity Service providers, Local Authorities and Primary Care Trust.*

*I can contribute quality to fast moving and challenging environments and thrive on resolving the challenges that this presents.*

#### Achievements

*Whilst working for Leicestershire County Council I was awarded a Highly Commended Award for Public Sector Business Continuity Manager of the year in the Corporate Risk and Insurance Awards 2007*

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### KEY SKILLS

- *Business Continuity Management Consultancy Expertise for 18 years*
- *Emergency Management Expertise*
- *Experienced in producing Businesses Impact Analysis & Business Continuity Plans*
- *Proven Training Expertise having written and delivered many business Continuity Planning training Courses*
- *Presentations made to CEO, MD's and Finance Directors of various companies*
- *Business Continuity Plan Testing. I have tested both Business Unit and Corporate plans*
- *Speaker at many Business Continuity Training and Knowledge Transfer Events*
- *Good Communication Skills - Ability to interact with people at all levels*
- *Strong Negotiating, Project Management and Analytical Skills*
- *Experienced Person Manager controlling a team of 13 staff*
- *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 BS25999 and BS25777*
- *Conversant with the Civil Contingencies Act 2004*

## CAREER DETAILS

**Nov 2004- to June 2010**

**Self Employed Business Continuity Consultant**

**Dec 2009- to Jan 2010**

**Business Analyst – Business Continuity – Barclaycard (Short Contract to Jan 2010)**

**Responsibilities and Achievements:-**

- Governance Transformation Project - Defining a "Criticality Hierarchy of the Business", implemented this across all Barclaycard Business Units (including US & Germany) and each level of the hierarchy to be Quality Assured and approved at senior business levels.
- Identifying current Business Continuity plans and doing a gap analysis with them so that they would meet the new criteria.
- Identifying IT service applications needed to support the business units and the new structure.

**Oct 2008 to Feb 2009**

**Principal Business Continuity Consultant – JBA Consulting**

**Responsibilities and Achievements:-**

- Developed and managed BCM Projects for three Local Authorities and a Primary Care Trust
- Business Development
- Mentoring two junior staff in Business Continuity Management

**Sept 2005- to Sept 2008**

**Business Continuity Manager – Leicestershire County Council**

**Responsibilities and Achievements:-**

- Developed and delivered Business Impact Analysis to identify Business Critical Services.
- Established and implemented a Corporate Service Continuity Strategy for the County Council
- Facilitated the production of Business Continuity 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
- Worked on influenza plans and influenza exercises

**June 2004 to Nov 2004**

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

**Responsibilities and Achievements:-**

- Set up Business Continuity Project

**April 2001 - to June 2004: 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 Accountant – Perishable Transport Holdings Ltd****1973 – 1977****Insolvency Assistant – Thornton Baker & Co****1971 – 1973****Assistant Supervisor – Lloyds Bank PLC****Professional Memberships****Member of the Business Continuity Institute MBCI since 1995****Finance & Leasing Diploma (FLD) since 1980****Recent Training***April 2010 - 2 Day Sage 50 Bookkeeping Course**June 2010 2 Day Project Management Course*