

Resilience Lead



The Resilience Lead is responsible for establishing, leading, and continuously improving TSB's IT service management, change management and operational resilience capabilities. The role ensures that core IT services are stable, resilient, and well-governed, and that ITIL service management processes are embedded, effective, and consistently applied. Reporting to the Head of IT Service Delivery, this role provides strategic leadership and practical oversight of service management disciplines to minimise service disruption, improve service quality, strengthen organisational resilience, mitigate resilience risk and increase compliance to Regulatory requirements for IT resilience.

Role dimensions

- **Reports to:** Head of I.T. Service Delivery
- **Division:** Technology Services
- **Direct Reports:** 1+
- **Financial authority:** Yes

Person specifications

- Significant experience leading IT Resilience and service management functions within a complex IT environment.
- Strong, practical knowledge of ITIL (v4 preferred) and hands-on experience owning core ITIL processes.
- Proven experience in incident, problem, change management and backup & recovery leadership.
- Experience designing and embedding operational resilience and service continuity practices.
- Strong stakeholder engagement, facilitation, and communication skills.
- A degree in Computer Science, Engineering or related discipline

Role specific areas of responsibility

- Own and lead the design, implementation, and maturity of core ITIL service management processes, including: Incident Management, Problem Management, Change Management, Configuration Management, Service Level Management, Release Management, Availability Management and Service Continuity Management
- Define service management standards, policies, and ways of working to ensure consistency across IT and supplier teams and compliance to regulatory requirements. Act as the process owner for assigned ITIL practices, ensuring clear accountability, effective controls, and measurable outcomes.
- Lead IT operational resilience initiatives to mitigate risk and ensure services can withstand, respond to, and recover from disruptions. Own and maintain IT service continuity, disaster recovery, backup & recovery, critical application portfolio management, resilience risk management and resilience plans in alignment with business continuity requirements. Coordinate resilience testing, scenario exercises, and post-incident reviews to validate preparedness and drive improvement.
- Provide leadership and governance for incident and major incident management, ensuring timely resolution, effective communication, and stakeholder confidence. Lead root cause analysis and problem management practices to prevent recurring incidents.
- Lead Change Enablement practices to balance speed, risk, and stability. Ensure changes are appropriately assessed, approved, communicated, and reviewed. Monitor change performance and drive continuous improvement to reduce change-related incidents.
- Provide coaching and guidance to IT teams on service management best practice. Build capability and awareness of ITIL and resilience disciplines across the organisation.
- Manage new and existing vendor relationships, review contracts annually to apply financial and/or operational efficiencies.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.