Associate Director, Enterprise Crisis Management

Requisition	R0000192915
Employer	RBC
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 24, 2026
Last day to apply	December 4, 2026
Posted deadline	December 5, 2026
Business area	GROUP RISK MANAGEMENT
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The corporate crisis management team is responsible for implementing and improving RBC's operational and reputation for crisis management programs and adopting quality global crisis response practices to support the organization's overall resilience.

The Associate Director, Enterprise Crisis Management provides subject matter expertise to support the Director, Enterprise Crisis Management in the preparation of playbooks, assessments, trainings, and other materials to ensure the organization is collectively prepared to respond to crises. The Associate Director will work closely with teams in the 1st and 2nd line to support the implementation of strong risk management practices across the organization.

Responsibilities

(a) Support the Implementation of Crisis Management Practices

- Support the activities of the crisis management team to manage operational and reputational risks through prevention, preparedness, response and recovery.
- Helps to define the overall strategic direction of RBC's corporate approach to crisis preparedness and response, including providing strategic and tactical support throughout the life cycle of crisis management.
- Prepare reading books, guides and support materials to ensure that the organization is prepared to collectively respond to unlikely and serious events.
- Manage logistics and lead the development of table exercises for crisis management teams and support business and regional tables through coaching and thinking leadership.
- Lead a structured approach to crisis response, including coordination, preparation of both standardized and ad hoc documents, and the development of crisis resolution guidelines.
- Support the development and implementation of crisis management awareness and training across the company with key stakeholders.

(b) Monitor major and emerging risks and provide advice and advice

- Maintain a good understanding of the threats and hazards facing the financial services sector and proactively identify potential operational and reputational risks.
- Leads proactive awareness and monitoring of new and ongoing incidents.
- Establish strong relationships across the organization to ensure effective sharing and collaboration of information.
- Demonstrate consistent behaviours that incorporate a strong risk management culture.

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(c) Enable program execution and reporting

- Manage program measures, procedures, risks and controls.
- Develop and maintain the annual training and testing schedule.
- Track action items resulting from Crisis tabletops and activations.
- Document key findings of Post-Crash Reviews (PIRs)
- Support the participation of regulatory agencies and external committees.
- Coordinate with incident management teams and central business continuity team when needed.

(d) Champions'strategy and culture

- Support a high-performance culture of operational excellence and risk awareness
- Working collaboratively between teams, contributing to an effective, knowledgeable and adaptable committed workforce

Qualifications

Requirements

- Experience in crisis management, emergency management, physical security or cybersecurity, or related fields.
- Experience in financial services or highly regulated industries, successfully demonstrated in large-scale global matricial environments.
- Experience directly supporting senior management and strong stakeholder management and communication skills.
- Ability to work in high pressure environments, to adapt effectively and communicate clearly.
- An understanding of risk management frameworks, control environments and governance structures.
- Ability to balance competing priorities with time management and results orientation.
- Excellent critical thinking skills with demonstrated ability to challenge assumptions at higher levels.
- Strong interpersonal, relationship building and communication skills.
- Strong facilitation and presentation skills; demonstrated ability to engage stakeholders and committees.

Assets

- Professional accreditation or certification in industry
- Experience in corporate communications, business resilience, business continuity and/or incident management

What is in it for you?

RBC teams aim to grow by working together, thinking ahead and giving dependable advice that helps clients and communities prosper. They support one another, develop their potential and strive for outcomes that benefit the communities they serve as well as the bank.

- A comprehensive total premium program including flexible premiums and benefits, competitive pay
- Capacity to make a difference and sustainable impact
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Opportunities for progressively fulfilling greater responsibilities

Job Skills

Collaboration, Communication, Crisis Management, Crisis Planning, Crisis Response, Decision-making, Emerging Risks, Operational Resilience, Operational Risks, Risk Awareness, Risk Management, Stakeholder Management, Team Work, Collaborative Work

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

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Our Employment Opportunities

RBC works as One RBC and follows five shared values: putting clients first, integrity, collaboration, respect and excellence. As one of the world's largest and most successful banks, it sees inclusion and different perspectives as important to continued growth. RBC supports staff in doing their best work, working together, innovating and developing professionally. Its policies and programs foster respect, belonging and opportunities for everyone to create value for clients and communities.

Talent community

People who join RBC's talent community can receive new postings, career advice and recruitment event updates tailored to their interests.

RBC's careers portal shares information about career paths and how its teams contribute to client and community well-being.

RBC is accepting applications for an existing vacancy. Qualified applicants may hear from the recruitment team for a more detailed review of their résumé.

Search for requisition R0000192915 on the RBC careers portal.

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