

## Associate Operations Manager (Protective Services)

Control Risks is a specialist risk consultancy that helps to create secure, compliant and resilient organisations in an age of ever-changing risk. Working across disciplines, technologies and geographies, everything we do is based on our belief that taking risks is essential to our clients' success.

We provide our clients with the insight to focus resources and ensure they are prepared to resolve the issues and crises that occur in any ambitious global organisation.

We go beyond problem-solving and give our clients the insight and intelligence they need to realise opportunities and grow. From the boardroom to the remotest location, we have developed an unparalleled ability to bring order to chaos and reassurance to anxiety.

<b>Our people</b>	Working with our clients our people are given direct responsibility, career development and the opportunity to work collaboratively on fascinating projects in a rewarding and inclusive global environment.
<b>Location</b>	Lagos, Nigeria
<b>Engagement</b>	Permanent, Full-time
<b>Department</b>	Crisis and Security Consulting
<b>Job purpose</b>	<p>To drive the commercial success of the Protective Services (PS) business in West Africa and to lead on all aspects relating to business development, client retention and the client experience of the PS business.</p> <p>To actively support the operations-focused Associate Operations Manager in their role managing the day-to-day operations of the PS business and deputise as required.</p>
<b>Tasks and responsibilities</b>	<p><b>Client Relationship Management</b></p> <ul style="list-style-type: none"> <li>▶ Lead on all aspects of client and prospect engagement, ensuring the growth and development of the PS business</li> <li>▶ Foster thriving client relationships through excellence of delivery and effective client communication</li> <li>▶ Actively work to retain existing clients and effectively collaborate with the wider team to retain and win new business</li> <li>▶ Identify areas of collaboration with International SOS and Travel Security Services from a commercial and operational perspective</li> <li>▶ Develop and maintain effective systems for managing our existing client pool, receiving feedback and actioning appropriate responses</li> </ul> <p><b>Business Development</b></p> <ul style="list-style-type: none"> <li>▶ Provide first line commercial support in all aspects of business development to</li> </ul>

ensure that business meets budgetary targets in terms of revenue and profit

- ▶ Create new and professional client proposal documents and marketing collateral in conjunction with Marketing
- ▶ Attend client meetings and develop effective client relationships to contribute to Control Risks reputation for operational excellence
- ▶ Lead on business development opportunities within key sectors as required
- ▶ Assist in the creation and exploitation of sales leads
- ▶ Support the wider embedded CSC business through the development of PS engagements into opportunities for longer term engagements.

**Operational support and delivery**

- ▶ Proactively support the operations focused Associate Operations Manager/Operations Manager in their role lead and manage the operational delivery of PS tasks across the West Africa region
- ▶ Be able to directly deliver on PS tasks, as required
- ▶ Own, drive and effectively monitor the quality of delivery for all PS tasks in West Africa
- ▶ Proactively enhance and improve the client experience and efficacy of operational delivery for all PS tasks
- ▶ Ensure all engagements and tasks are set up correctly from an administrative, contractual and billing perspective
- ▶ Expediently respond to all client queries and follow-up on any relevant feedback
- ▶ Develop an effective system of deputies to cover for leave/absence periods

**Knowledge and experience**

**Essential**

- ▶ Minimum of 5-10 years' experience in a similar working environment in Nigeria
- ▶ Experience of commercial management of a journey management /logistics business
- ▶ Experience of managing and delivering close protection/protective services tasks in high-risk locations
- ▶ Advanced computer literacy (MS Office)
- ▶ Good written and oral presentation skills
- ▶ Strong operational and management background

**Qualifications and specialist skills**

- ▶ A degree in relevant disciplines and/or other appropriate professional qualifications.
- ▶ Close Protection (CPO) experience and relevant qualifications

**Competencies**

**Problem Solving:**

- ▶ Takes the initiative to proactively resolve issues within own remit and recognise

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when requires escalation.

**Results Orientated:**

- ▶ Implements plans to ensure objectives are achieved or exceeded; focuses on delivery. Shows and encourages a determination to achieve high standards.

**Client Centric:**

- ▶ Uses own knowledge and experience to make sound judgements or assist others with sound judgement.

**One Firm:**

- ▶ Considers the regional and global implications

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**Behaviours**

All employees are expected to display behaviours reflective of our company values: Integrity and Ethics, Collaboration and Teamwork, Commitment to People and Professionalism and Excellence.

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**How to apply**

If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, stating your current salary to:

[Africa.Recruitment@controlrisks.com](mailto:Africa.Recruitment@controlrisks.com)

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