

Associate Director/Director, Online Sales Asia Pacific

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.

Our people	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.
Location	Singapore
Engagement	Permanent, full-time
Department	Online Solutions
Manager	Senior Partner, Online Solutions
Job purpose	To lead a team that has responsibility in the Asia Pacific region for Control Risks' subscriptions business to drive new sales and renewals of contracts to meet or exceed budgeted targets.
Tasks and responsibilities	<ul style="list-style-type: none"> ▶ Lead the Online Solutions sales and account management team within the region, combining new sales and retention of the existing online solutions business to meet or exceed budgeted targets ▶ Sell a wide range of subscriptions (varying from security and political risk information, incident databases and cyber, as well as a range of online training). In particular, lead sales initiatives to migrate existing clients onto the new CORE platform, and present CORE and all CORE+ modules to prospects and new clients ▶ Manage and grow an account base of clients ▶ Develop new sales channels ▶ Meet specific targets for Online Solutions sales growth ▶ Maintain active relationships and deliver training in online products to regional account management teams to increase revenue of global subscription services ▶ Provide training to, and combine efforts with, Control Risks joint venture partners to increase subscription and related revenues ▶ Support, work with and educate other Control Risks teams to cross-sell subscriptions

- ▶ Actively monitor and report on new sales and renewals in your territory to ensure they are properly implemented and to ensure pipeline, sales and invoicing of clients is accurately reported
- ▶ Deliver regular performance reviews for team members and coach the team as required to instil a high performing culture, ensuring behaviours are aligned with and reflective of Control Risks' corporate values
- ▶ Work with the Marketing team and relevant Control Risks offices to implement initiatives aimed at promoting CORE, leverage subscription sales from promotional events, and exploit all data from Control Risks' internet and marketing activities
- ▶ Lead continuous support of the renewals process and target potential clients for upselling opportunities in the regions
- ▶ Evaluate subscription clients that are not actively managed to determine the best candidates to benefit from greater exposure to Control Risks online services

Knowledge and experience

- ▶ Excellent account management skills with attention to detail and a focus on quick turnaround of support
- ▶ Strong client facing skills, with proven business development capabilities/ achievements and a strong focus on closing sales – ideally online or product sales
- ▶ Strong team management skills, including experience managing people remotely, able to train new starters as well as develop existing team member's skills
- ▶ Strong interpersonal skills, clear communication and presentation skills
- ▶ Basic financial literacy, including experience using Excel to analyse data
- ▶ Strong administration skills, with ability to manage numerous diverse projects simultaneously while meeting deadlines
- ▶ Experience and clear understanding of client relationship management responsibilities

Qualifications and specialist skills

- Essential**
- ▶ Bachelor's degree or equivalent

Competencies

- Results oriented**
- ▶ Drives self and team to deliver against objectives and to meet client needs
 - ▶ Translates and creates practical actions from a strategic plan
 - ▶ Leads by example – sets and generates commitment to goals, manage team to meet/exceed targets
 - ▶ Demonstrates political awareness to build strong relationships and deliver business results
 - ▶ Inspires a determination to achieve high standards
- Judgement**
- ▶ Uses the right resources across the organisation to ensure sound judgement and actively seeks input from appropriate stakeholders
- Client service**

- ▶ Understands client needs, builds trusted relationships, delivers to client needs or finds solutions that are more appropriate, leads a service culture
- ▶ Ensures client is at the heart of everything the team does

One Firm

- ▶ Understands and translates key drivers and capabilities for business and team performance
- ▶ Develops effective global relationships to leverage performance and capabilities, knows the right collaborations to ensure the best possible outcome for sustainable and authentic relationships

Adapting to change

- ▶ Seeks out and is personally comfortable with change, and manages team to be comfortable with change
- ▶ Shows courage amidst change, positively embrace, promote and utilise its benefits, whilst supporting individuals and maintaining effectiveness throughout

Communication, planning work and influencing

- ▶ Sets and communicates clear direction for team to deliver work in line with global/ departmental goals and objectives
- ▶ Builds strong global relationships
- ▶ Persuades and influences others to achieve results
- ▶ Demonstrates flexible approach

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.

How to apply

If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, to asiapacificcareers@controlrisks.com with **Associate Director, Online Solutions – Asia Pacific** in the Subject.