

Response Consultant – Client Relationship Manager

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

Shanghai or Beijing

Engagement

Permanent, full time

Department

Kidnap and Ransom Response Consultant – Client Relationship Manager

Manager

Partner, Crisis & Security Consulting

Job Purpose

1. To work with Control Risks' Response team and service underwriters and broker partners to develop the China market for kidnap and ransom response.
2. In collaboration with the Response team and Greater China business, to provide professional consultancy to Response clients and service partners to improve pipeline success, provide kidnap and ransom planning and training, and work on active cases to ensure a safe and timely resolution.
3. To work with the Control Risks' Crisis and Security team to support the sale, scoping and delivery of training (kidnap, hostile environment, security awareness) and other security risk consulting engagements as necessary

Tasks and responsibilities

Business management

- Work with Response and service partners (i.e. Hiscox) to market our Response capabilities through brokers (i.e. Ping An).

- Work with Control Risks' sales, marketing and delivery teams to market training services, security and incident management planning consulting, through brokers and directly to clients.
- Present contracts and letters of intent, and obtain client agreement and signature.
- Ensure Control Risks' collective knowledge, advice facility and sources/ contacts are made available to Response clients.
- Maintain records of each case as laid down in standard operating procedures.
- As required, attend office base during normal working hours.

Client management

- Build and develop client relationships facilitating where appropriate introduction and provision of Control Risks services, including but not limited to kidnap and ransom response, security related training, security and incident management planning, threat and risk assessments, etc.
- Work with Control Risks' crisis and security consultants (CSC) to advise clients on post-incident crisis management, including the structure and responsibilities of their crisis management organisation.
- As required, work with the Response Management team to conduct initial assessment of case providing immediate verbal/written advice followed by initial position paper.
- Provide clients with ongoing advice covering:
 - Liaison with key areas, e.g. authorities, recruitment of communicators/intermediaries
 - Options, contingency plans and recommendations for case handling.
 - Appropriate and safest method of concluding cases, e.g. payment sequences, rescues, etc.
 - Implications of any laws, statutes and regulations that may affect the legal, safety, moral or consumer related aspects of a case.
- Provide assistance and advice to other participants affected, e.g. families of the victim or company executives.
- Ensure media handling plan and advice is in place where appropriate.
- Ensure professional medicinal/forensic advice is provided, e.g. health of kidnap victim, mental state of extortion, toxicity of a contaminant in a product.
- Deliver training where necessary to communicators/intermediaries with ongoing advice and assessment of performance.

Reporting

- Provide daily situation reports and other significant case related material to the Operations Manager, as required.
- Provide threat assessments, meeting agendas, contact assessments and proposed recommendations and advice to the Operations Manager in sufficient time to allow review and feedback, before submitting to a client.
- Rationalise office case and field case files.
- Produce case summaries, RSL reports and other reports as directed.

Knowledge and experience

Essential

- Background in police (detective), military, intelligence or diplomatic experience
- Experience in negotiations (e.g. labour, contract, financial) or relationship management/building.
- Knowledge/exposure to global “hot spots”, e.g. South/Central America, Central Asia, Middle East, FSU, Philippines, etc.
- Excellent verbal and written Chinese and English
- Ability to deploy and travel across China and internationally on short notice.

Preferred

- Media management skills

Time spent overseas as a resident

Qualifications and specialist skills

- Bachelor degree or above
- Relevant transferrable skills obtained in previous roles

Competencies

- Independent and objective – prepared to stand up for opinions
- Self-motivated, proactive, positive “can-do” attitude exhibiting the ability to identify and implement initiatives
- Analytical, excellent attention to detail and capable of processing information quickly
- Strong bi-lingual communication skills, both written and verbal in Chinese and English.
- Effective team worker, sympathetic to other cultures
- Resilient nature with the ability to bounce back rapidly
- Personal results focus with the ability to meet tight deadlines when required
- The ability to quickly form strong relationships with people under deep emotional stress whilst maintaining objectivity.

Behaviours

- Exhibit highest degree of ethical values
- Operate autonomously with limited instructions.
- Demonstrate energy, passion and drive with the ability to work at pace.
- Collaborate with other functions within the business making the most of other people’s knowledge and skills and consider the regional and global implications.
- Promote knowledge sharing in the team
- Show empathy and sensitivity towards others
- Show political awareness and an understanding of decision-making channels in the company
- Constantly seek innovative ways to improve the service we offer our clients

- Operate effectively and with resilience in changing and ambiguous situations
- Act as role model for professionalism and excellence and building and expanding our reputation in this area
- Listen openly to people and be accessible
- Maintain a positive outlook irrespective of what is happening, uses initiative and takes responsibility for action.
- Build the complete trust of others by being sympathetic to the situation.
- Self-aware of own impact and able to adapt when necessary
- Build rapport and establish relationships quickly.
- Handle objections raised and help move people to make decisions they are not ordinarily comfortable making
- Communicate in a sensitive and consistent manner
- Demonstrate excellent active listening skills
- Use facts and personal conviction to influence and persuade
- Adapt style to audience/situation/moment
- Can deliver difficult or hard messages with considerable empathy and sensitivity
- Value differences in culture/environment and work with not against them
- Reach “smart” conclusions using intuition and fact; maintain objectivity at all times.
- Able to make difficult decisions quickly under pressure

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.

Behaviours

If your qualifications, experience and aspirations match our requirements, email a covering letter and CV, stating “Internal application – [role]” as the subject title and flagging it as high importance, to: chinacareers@controlrisks.com by August 10 2018.
