

Senior Consultant, Online Solutions – Sydney

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	Sydney, Australia
Engagement	Permanent, full-time
Department	Online Solutions
Manager	Director, Online Solutions, Asia Pacific
Job purpose	Control Risks is looking for a highly motivated and experienced senior consultant to join our Online Solutions team in Asia Pacific. The successful candidate will manage and grow a diverse range of subscription clients across the Australia Pacific region and key sectors. Working with our broad range of analytical and online-based services, this role is responsible for driving sales, generating demand and maximising revenue growth while developing and maintaining long-term, sustainable, senior client relationships with our key clients in Australia Pacific. The successful candidate should be a proven salesperson/account manager with a broad range of experience within a sales environment.
Tasks and responsibilities	<ul style="list-style-type: none"> ▶ Manage a portfolio of Online Solutions clients in the Australia Pacific region, and meet or exceed annual retention and upsell targets for the book of business ▶ Meet or exceed business targets for Online Solutions to new clients in the region ▶ Create a clear and compelling growth strategy for the portfolio in the Australia Pacific region, to include white space analysis, prospect identification and prioritisation, competitor displacement, value propositions and sales tactics ▶ Actively manage own pipeline of new business from lead qualification through to close ▶ Engage clients by actively encouraging use of existing services, communicating new enhancements and products, and providing training to users ▶ Collaborate with and support Control Risks' experts to deepen client relationships

and position Online Solutions with their clients

- ▶ Be the Online champion within the region and as part of the global team by helping with internal education and promotion of Online Services
- ▶ Facilitate client interaction with Control Risks' expert analysts and consultants
- ▶ Expand the value of the Online Solutions client base through renewals, up- and cross-selling of other subscription and consulting services
- ▶ Contribute to product innovation and the iterative development of Control Risks' Online Solutions by gathering client feedback and playing an active role in the development process
- ▶ Actively contribute to the development of infrastructure and processes to support best in class account management
- ▶ Develop relationships and collaborate with Control Risks' partner organisations (including International SOS, Oxford Economics and One Voice) to coordinate account management, service delivery and new sales opportunities
- ▶ Support the Regional Director with daily business administration, including forecasting, invoicing and reporting
- ▶ Support the Regional Director with creating a clear and compelling growth strategy for the portfolio in the region, to include white space analysis, prospect identification and prioritisation, competitor displacement, value propositions and sales tactics
- ▶ In the Regional Director's absence, be the subject matter expert for Online Solutions for joint venture partners, internal and external clients, escalating to the global team where appropriate

Knowledge and experience

Essential

- ▶ Significant proven sales experience, which will ideally have been gained in a business to business environment across multiple sectors
- ▶ Significant experience selling to and maintaining strong relationships at senior level with Fortune 500 companies
- ▶ Experience managing complex relationships with the main objective of increasing revenue streams year-on-year and building pipeline
- ▶ Experience negotiating complicated sales and dealing with contractual variations
- ▶ Ability to communicate complex ideas concisely, articulately and appropriately

Preferred

- ▶ Experience using Microsoft Dynamics and CRM systems
- ▶ Understanding of travel, security and political risk services and use cases

Qualifications and specialist skills

- ▶ Bachelor's degree or equivalent
- ▶ Strong organisational skills with the ability to manage multiple sales in parallel, while maintaining excellent attention to detail
- ▶ Strong analytical skills and ability to think laterally
- ▶ Ability to meet internal/external deadlines
- ▶ Ability to listen, learn quickly and demonstrate initiative

- ▶ Ability to present and negotiate with senior level management
- ▶ Capable of taking on greater/broader responsibilities in the future
- ▶ Able to organise self and others, including effective prioritisation
- ▶ Clearly communicates expectations and accountabilities

Competencies

Solutions focused

- ▶ Constantly seeks innovative ways to improve services we offer to our clients
- ▶ Implements plans to ensure revenue objectives are achieved or exceeded; focuses on delivery
- ▶ Shows and encourages a determination of achieve high standards

Client centric

- ▶ Uses own and wider knowledge and contributes to others to enable and make sound judgements that impact clients and team
- ▶ Provides the best possible service to our clients, ensuring the client is at the heart of everything we do

One Firm

- ▶ Builds strong relationships, through common goals, individual contribution and support in times of need

Personal effectiveness

- ▶ Operates effectively and with resilience in changing or ambiguous situations, contributes to changing environments, and actively assists those around them to adapt

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