

Regional project coordinator CFI Forensics EMEA

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

London

Engagement

Full-time

Department

Client project administration

Manager

Manager client project administration EMEA

Job purpose

As the regional project coordinator, you will be part of the client project administration team leading the administrative process across the EMEA Forensics department. You will operate as the main point of contact leading local project coordinators to organise all operational activities associated with the lifecycle of a forensics project; in particular, ensuring the swift and accurate administration of project data, intercompany and client invoices as well as the appropriate use of systems and processes.

Purpose of the operations team is to

- ▶ Place the client at the centre of what we do making it easy and desirable to do business with us and ensure we turn revenue into cash as quickly and efficiently as possible.
- ▶ Reduce the administrative burden to consultants so they can spend more time with our clients.
- ▶ Manage and ensure a system of governance for the accurate and appropriate use of systems and process in line with regional and global standards and policies

Tasks and responsibilities

Client project coordination

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- ▶ Lead the team responsible for conducting all operational activities associated to the Control Risks project lifecycle, including system project set-up, work in progress administration and invoicing.
 - ▶ Work alongside your team to carry out these activities, supporting project managers, finance teams and local service delivery teams.
 - ▶ *Project setup* - Monitor and drive the accurate and timely execution of the project setup process ensuring all parties have access to the relevant information.
 - ▶ *Work in progress* – Lead the team, working with project managers to monitor and maintain system data, for example project rates, costs and delivery dates.
 - ▶ *Work in progress* – Monitor and drive the timely and accurate submission of time and expenses by consultants.
 - ▶ *Work in progress* – Work with finance to review, data, draft income, costs and accruals acting to address issues prior to final agreement from directors and project managers.
 - ▶ *Invoicing* – Manage and lead the EMEA Forensics invoicing processes and activities including inter-company invoicing, providing support and direction to coordinators and project managers.
 - ▶ *Project completion* – Work with project managers and finance to confirm project completion and update internal systems.
 - ▶ *Debt and cash collection* – Work with local regional credit controller to review cash collection and outstanding debt taking action to drive for fast cash collection.

Operational

- ▶ Take action to critically evaluate data, processes, scenarios and outcomes to drive continuous improvement
- ▶ *Contract compliance* – Lead the team to provide governance of commercial contract requirements specifically tracking and monitoring risks to payments and taking action to address.
- ▶ Ensure client on-boarding processes are adhered for ease of transaction between Control Risks & client
- ▶ Provide system and process training to forensics coordinators and consultants
- ▶ Identify and act to resolve issues with & exceptions to standard processes or procedures, systems errors and data issues

Management

- ▶ Line manager forensics coordinators
 - ▶ Responsible for all project coordination activities for the team, dividing work and allocating tasks between yourself and your direct reports
 - ▶ Build and manage excellent working relationships with counterparts acting as a point of escalation for your team
 - ▶ Provide KPI and service level agreement reports to the forensics business and client project administration management team
 - ▶ Monitor & manage all EMEA Forensics projects that are 'working at risk' or have outstanding information and act to mitigate and resolve
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- ▶ Ensure the appropriate use of systems (CRM and Dynamics) and process across the EMEA forensics function
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Knowledge and experience

Essential

- ▶ Prior administrative experience, ideally in related field.
- ▶ Ability to quickly assimilate & understand information and recognise what action is required

Preferred

- ▶ Prior experience of communicating with clients/ customers
 - ▶ Prior experience of using internal enterprise systems
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Qualifications and specialist skills

- ▶ Educated to A Level standard, degree desirable or similar experience.
 - ▶ Strong IT skills including Microsoft Outlook, Word, Power Point and Excel; Viso & Sharepoint would be advantageous
 - ▶ Strong communication skills with the ability to establish effective and strong working relationships with internal and external contacts
 - ▶ Good organisational and prioritising skills
 - ▶ An ability to identify problems, understand the complete impact of them and see challenges through to a conclusion
 - ▶ Accurate with eye for detail
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Competencies

- ▶ Takes the initiative to proactively resolve issues within own remit and recognises when escalation is required
 - ▶ Adapts knowledge and analysis to provide effective solutions to clients
 - ▶ Ensures delivery of exceptional service by focussing self on the client's needs
 - ▶ Identifies and builds relationships across team and region
 - ▶ Embraces a changing environment, adapts well to changing demands and ambiguous situations, and adapts own behaviour accordingly
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Behaviors

All employees are expected to display behaviors 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, stating your current salary to: cfi.recruitment@controlrisks.com
