

Consultant, Online Solutions

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	Frankfurt, Berlin or London
Engagement	Full-time, Permanent
Department	Online Solutions
Manager	Director, Online Solutions
Job purpose	<p>This is a new and exciting opportunity to join our Online Solutions team in the EMEA region. The successful candidate will manage and grow our online book of business in Germany, Austria, and German-Speaking Switzerland.</p> <p>Working primarily with our online risk-monitoring toolkit, CORE, this hybrid sales role will be responsible for ensuring that our existing client base in this region is retained and grows sustainably year-on-year, through high levels of proactive engagement. They will also be responsible for selling Online Solutions to new clients in the region. The successful candidate will be commercially minded, with a deep interest in helping our clients and prospects respond to the challenges that they face on a day-to-day basis.</p> <p>The individual needs to be inherently interested in engaging with our clients as proactively as possible, to drive extensive usage of our services, on a day-to-day basis. We are not looking for extensive sales experience necessarily – but we are looking for someone who can clearly understand how to relate all aspects of client engagement back to a commercial objective (be it retention or new business related).</p>
Tasks and responsibilities	<ul style="list-style-type: none"> ▶ Manage a portfolio of Online Solutions clients and meet or exceed annual retention and upsell targets for the existing book of business. ▶ Meet or exceed new business targets for Online Solutions to new clients in the region.

- ▶ Working hand in hand with Director, Online Solutions EMEA, create a clear and compelling growth strategy for the region, to include white space analysis, prospect identification and prioritization, 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 utilization 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.
- ▶ Act as an Online Champion within the region and as part of the wider Global team by helping internal education and promotion of Online Services
- ▶ Facilitate client interaction with Control Risks' expert analysts and consultants.
- ▶ Grow and 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.
- ▶ Contribute actively to the development of the infrastructure and processes to support best in class account management
- ▶ Develop relationships and collaborate with Control Risks' partner organizations to coordinate account management, service delivery, and new sales opportunities.

Knowledge and experience

Essential

- ▶ Professional fluency in both English and German.
- ▶ The candidate will be commercially minded, and comfortable working in a target-driven sales environment.
- ▶ Inherent interest in political, security, travel or cyber risks.
- ▶ Able to work as a 'trusted advisor' with clients and prospects – positioning CORE as a means of helping clients overcome their challenges on a day-to-day basis.
- ▶ Ability to proactively engage with clients through a subscription life cycle, ensuring high retention rates by consistent targeted messaging.
- ▶ Ability to communicate complex ideas concisely, articulately and appropriately.

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 judgments which 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, stating your current salary to:

europcareers@controlrisks.com
