

JOB DESCRIPTION

Job Title	: Security Manager, German Outbound Desk
Location	: Frankfurt, Germany
Legal Entity	: International SOS, Germany Ltd
Reports Directly To	: Regional Security Manager - Germany
Reports Functionally To	: Security Director, Operations - Europe, The Maghreb, West Africa
Supervisory Interface To	: Regional Security Manager – Quality & Training, London
Works Closely with	: All Regional Security Centers (RSCs) Security Director – Security Solutions, EMEA Editors Assistance Centre Operations Managers and coordinators Sales teams in: Germany & Switzerland Control Risks departments and International Offices
Direct Reports	: Nil

A. Overall Purpose of the Job

Responsible for the day-to-day delivery of high quality security alerts, advice and assistance to travellers, expatriates and managers, both routine and in response to incidents / escalations anywhere in the world. This critical delivery will utilise both German and English, including localisation of specific content to support managers on global and market-specific issues.

B. Key Responsibilities

Security Operations

- Oversee the provision of high-quality written and verbal travel risk management advice and assistance in German, in line with agreed service delivery standards.
- Create/ contribute to unique and repurposed localised content in German
- Ensure manning of the German Outbound security desk as part of a wider roster
- Ensure integration with Security Operations platform to ensure appropriate situational awareness of global issues affecting German outbound desk clients
- Participate in the On Call roster as directed
- Support maintenance of destination guides as directed
- Assist in the translation and coordination of translation work of security alerts, marketing materials, operational documentation and other information from English to German and German to English
- Escalate security or disruption issues affecting German business travellers in line with global reporting thresholds
- Adopt regional and global quality improvement initiatives to improve service delivery
- Identify when service delivery does not meet agreed standards and proactively take steps to correct
- Engage with the feedback mechanisms of the Quality Management System as user and supervisor
- Actively participate in Regional and Global Quality Forums to ensure quality alignment

Client Support, Consulting & Training

- Support the Security elements of the Assistance Centre Experience (ACX) to visitors as part of client visits
- Ensure customer feedback is captured through the appropriate channels
- Support onboarding of new clients

- Deliver Personal Travel Security Awareness Training (PTSAT) sessions to clients in German or English
- Assist in the delivery of other types of consultancy service to clients as required
- Provide business development support to Regional Security Manager Germany in sales support meetings
- Conduct marketing events and webinars in German
- Drive commercial opportunities including referrals to Control Risks
- Assist in the localisation of new solutions
- Provide feedback via the quality system on any training delivery within the region as per performance indicators
- Maintain/update training slide decks to align with internal quality standards
- Adopt improvement in delivery of training as articulated through the quality system feedback messaging

Escalation Management & Support

- During major escalations, and supporting Client Liaison Group (when activated), lead outreach to German speaking clients with information based on the approved Party Line / Client Brief
- As required, travel to support RSCs' situational awareness, assess/develop local provider capabilities and expanding the existing network of contacts
- As required, be prepared to deploy at short notice as part of an Incident Management Team

C. Job Profile

Required Skills and Knowledge

Essential

- Client-oriented, commercially minded
- Proven interest in international affairs and the global security environment
- Excellent written and verbal communication skills in German and English
- Ability to explain complex situations to a non-expert
- Ability to work to tight deadlines and under pressure
- Experience in Crisis Management
- IT skills, including Microsoft Office Suite and other applications
- Willingness to work staggered shifts outside of normal duty hours
- International experience (work and/or personal)

Preferred (not mandatory)

- Knowledge of the political and security issues in particular regions
- Security planning expertise
- Public speaking experience
- Commercial experience

Required Competencies

- **Working with People.** Demonstrates an interest in and understanding of others; Adapts to the team and builds team spirit; Recognises and rewards the contribution of others; Listens, consults others and communicates proactively; Supports and cares for others; Develops and openly communicates self-insight.
- **Networking.** Thrives in operating within a broad matrix organisation and using influencing skills to drive outcomes and keeping virtual team members fully engaged
- **Presenting & communicating information.** Speaks clearly and fluently; Expresses opinions, information and key points of an argument clearly; Makes presentations and undertakes public

speaking with skill and confidence; Responds quickly to the needs of an audience and to their reactions and feedback; Projects credibility.

- **Delivering Results & Meeting Customer Expectations.** Focuses on customer needs and satisfaction; Sets high standards for quality and quantity; Monitors and maintains quality and productivity; Works in a systematic, methodical and orderly way; consistently achieving project goals.
- **Following Instructions & Procedures.** Appropriately follows instructions from others without unnecessarily challenging authority; Follows procedures and policies; Keeps to schedules; Arrives punctually for work and meetings; Demonstrates commitment to the organisation; Complies with legal obligations and safety requirements of the role.
- **Coping with Pressure & Setbacks.** Works productively in a pressurised environment; Keeps emotions under control during difficult situations; Balances the demands of a work life and a personal life; Maintains a positive outlook at work; Handles criticism well and learns from it.

Desirable Work Experience

- Proven experience in travel- or security-related field including but not limited to: military, police, government, NGO, journalism, relevant field of academia
- Experience writing for senior management and business decision-makers
- Customer service/ client facing Experience of writing and presentation for a business audience

Additional Critical Qualities

- Ability to communicate clearly and sensitively with colleagues from different cultures and ethnic backgrounds
- Ability to work to tight deadlines and under pressure
- Meticulous attention to detail
- Ability to learn and adapt to new procedures and operating protocols
- Ability to maintain high professional standards at all times

Qualifications

- Required: Degree-level education
- Preferred: Post-graduate qualification in relevant subject
- Relevant equivalent work experience

Required Languages

- Native German
- Excellent English (spoken and written)
- Other language proficiency desirable

Travel / Rotation Requirements

- Reasonable travel, sometimes on urgent request
- Flexible working hours

If your qualifications, experience and aspirations match our requirements, [please apply online](#) now attaching your CV and Cover letter. Closing date: 13th January 2018