

Recruitment Opportunity

Security & Operations Manager

Job title	Security & Operations Manager
Location	London-based, with international travel
Publication date	14 th December 2015
Closing date	Open-ended (until filled)

OTHER SOLUTIONS Consulting Ltd (OSC) is a risk management consulting company that supports the identification, prevention and management of risks and crisis associated with our clients' national and international development. *OTHER SOLUTIONS Consulting Ltd* provides customer service excellence through teams with a high level of essential skills for integrating security into all stages of the project management cycle. Depending on the clients' needs we pull together the most appropriate mix of specialists so as to best meet these needs and the context.

OSC clients' base ranges from aid agencies to private companies and includes governments and international organisations such as the United Nations. We have specialized in providing security risk services to Non-Governmental Organisations (NGOs) and as such, we favor a low-profile, mature, analytical and context-specific approach to security risk management. Our aim is not to reduce our clients' ability to do their work, but to ensure they can do it safely in spite of the security risks.

In light of our business expansion, OSC is currently looking for a Security & Operations Manager.

Conditions, Pay and Benefits:

To be discussed, adjusted depending on experience and skills.

How to apply:

Expressions of interest should be sent to recruitment@othersolutions.eu and addressed to our HR team. Please include the following:

- Cover letter, addressing the Essential/Desirable skills and experiences (see below)
- Your CV
- Your current salary and/or salary expectations
- Any training developed, written work, publication or co-publications that may be relevant

Only those candidates considered for interviews will be contacted. OSC is committed to equal opportunities, and welcomes submissions from all applicants that meet the recruitment criteria.

Job Description

About the role:

The position of Security and Operations Manager has four distinct aspects: undertaking risk management missions; simultaneously managing different missions (including other staff); business development; managing members of our research team.

Missions include short missions with our clients for a given period of time. Although you may be sent to virtually any country, the majority of our work currently takes place in the MENA region, sub-Saharan Africa, Latin America, and the Far East. Our missions with our clients support the identification, prevention and management of security risks. Your responsibilities will be evolving from one mission to another.

You may sometimes be working as either supervising a mission, being the main security advisor/officer developing the security system of an organisation, or providing security trainings to field staff. You may provide security advices to senior management one day, and provide support during the management of a crisis the next day. This diversity of responsibilities makes it a very interesting and rewarding role, yet requires a good amount of maturity and cultural sensitivity. The business development part of the role will include direct work with the clients and product development. You will oversee the provision of agreed and identified services.

Key responsibilities:

As a guideline, and depending on your experience and set of skills, you may be asked to work in and/or supervise work which falls in the following areas:

1) Strategic Guidance

- Support the client in the development of an organisational-wide security risk management framework;
- Review and re-write organisational-wide security documentations including Corporate security risk policies; security guidelines; critical incident management; as well as templates and tools to support security management at all levels;
- Write organisation-specific security risk management manuals aimed at senior managers and risk managers;
- Provide accurate security-related information to help senior managers make informed decisions;
- Identify security risk management related roles and responsibilities and provide recommendations for the inclusion of these in the staff organogram;
- Provide recommendations for the most relevant and efficient allocation of resources to risk management;
- Provide recommendations for the appropriate rolling-out, mainstreaming, ownership and oversight of the revised risk management framework.

2) Operational Support

- Do security audits;
- Review and enhance existing country security plans;
- Do country and location specific risk assessments;
- Support organisations in their expansion into new geographical areas of operation;
- Develop security risk management manual for staff;
- Provide operational mentoring and coaching on risk and security management issues including

mainstreaming of security;

- Plan for contingencies – evacuation (security and medical), relocation, hibernation – at regional, country and local levels;
- Prepare for crisis management – policy, crisis management team, communication, materials, trainings;
- Establish information coordination and management systems – incident reporting and feedback circles, information gathering and analysis, travel monitoring;
- Support the management team when outsourcing security services (call for tenders) – drivers, guards, close protection;
- Vet new staff;
- Do traveller briefings and debriefings;
- Provide confidential psychological support and debriefings following a critical incident.

3) Crisis Management

- Facilitate the development of crisis management strategies;
- Lead the establishment of a crisis management team;
- Facilitate contacts with key stakeholders;
- Provide negotiation assistance;
- Support crisis communication – internal and external;
- Ensure media monitoring;
- Provide confidential psychological support and debriefings following a critical incident;
- Provide post incident assessment.

4) Provision of Trainings in:

- Personal Security;
- Security Risk Management;
- Crisis Management;
- Stress management;
- Sexual harassment awareness;
- Communication – Radio, Satellite;
- Driver and Guard trainings;
- First Aid and Trauma – basic and advanced;
- Psychological first aid;
- Health and Safety;
- Training of Trainers.

Required skills & experience**ESSENTIAL**

- Demonstrable work experience in the areas of security planning, organizing and executing security operations in the field.
- Humanitarian experience with NGOs
- Security management experience with a proven ability to develop and implement effective and contextualized trainings, protocols and systems.
- Demonstrated prior experience as a trainer, with an effective adult learner training style and the ability to develop, implement, facilitate and impart learning to a wide range of audiences.
- Experience with incident reporting, incident mapping, intelligence collation and analysis functions, set up and execution of an incident warning system (warden system), compilation of security reports and assessments.
- Skilled in influencing and obtaining cooperation of individuals not under supervisory control; able to work as member of multinational team and manage a variety of external and internal relationships to achieve results.
- Bachelor degree (BA/BSc or equivalent Military College) in relevant field; or equivalent work experience: security qualification or advanced security management training.
- Excellent analytical skills and communication skills; flexible, coherent, timely and strategic.
- Competency in Internet and Microsoft Office software (Word, Excel, Outlook)
- Willingness and ability to work and travel in difficult and insecure environments.
- Adaptable to working hours that may require flexibility
- The candidates must be fully fluent in at least one language other than English. French or Arabic would be preferred.

DESIRABLE

- Demonstrated understanding of humanitarian principles, codes of conduct, and NGO organizational culture.
- Thorough familiarity with principles and current approaches to permissive/acceptance models of security management.
- Advanced knowledge of communications technology, including VHF, HF radio systems, satellite communications, cell phone mediums, etc.
- Formal training qualifications less than 3 years old (HEAT, Personal Security, First Aid etc.).
- Experience in developing security related technical tools guidelines and systems.
- Ability to quickly gain a comprehensive understanding of various local, regional, country and international factors that contribute to changes in security environments and risk levels.
- Self-motivated and able to work effectively without close supervision.
- Experience with critical incident management.
- Experience in liaising with civilian, police and military government authorities, as well as with regional, national and international institutions.
- Budget management and responsibilities