

## Associate Director Senegal & Francophone West Africa

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.

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### 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.

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### Location

Dakar (Senegal)

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### Engagement

Permanent, full time

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### Department

West Africa with cross-service line engagement and a specific focus on our Operations and Crisis & Security Consulting business

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### Manager

Partner, West Africa

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### Job Purpose

Control Risks is seeking an experienced risk management professional to join our West Africa senior leadership team.

This is a client facing, consulting, operations and business development role. Based in Dakar (Senegal) the role will be responsible for the leadership of our Dakar office and drive the growth of our Francophone West Africa business. The ideal candidate will be able to deliver client consulting, around a range of risk management issues, manage and coordinate complex client-facing operations and develop and grow our business across service lines.

The individual will be responsible for the implementation of a regional strategy that supports business goals through the positioning of Control Risks as the preferred and quality provider of risk management services across West Africa.

## Tasks and responsibilities

### **Client engagement and consulting:**

- ▶ Lead Control Risks client management activities across the Francophone West Africa region, with a specific focus on Senegal, Cote D'Ivoire, Guinea and Mali.
- ▶ Develop, grow and foster client relationships with existing clients, across multiple sectors and geographies
- ▶ Deliver on a range of risk and crisis management and security risk consulting engagements
- ▶ Actively develop and engage with new clients and position cost effective and right-sized risk management solutions to support their operations
- ▶ Develop a dynamic account management environment ensuring client accounts are effectively supported across the region and in conjunction with Control Risks' global teams.

### **Growth and Development of the Business:**

- ▶ Take a personal lead in the development and growth of the West Africa business through proactively seeking out new opportunities, engaging with existing clients and identifying new prospects
- ▶ Support the development and implementation of competitive business strategies that encompass all aspects of the risk management sector, in conjunction with the wider regional strategy
- ▶ Support the development of innovative delivery models, products and services that address client needs
- ▶ Build and develop a strong network of senior contacts within our buyer constituency and consistently develop the company's positioning with them to enhance business development and secure higher fee-earning engagements
- ▶ Engage with our partners and affiliates to ensure we effectively support clients operationally and commercially across the region
- ▶ In conjunction with regional teams, take a leading role in bid processes and proposal development for prospective projects

### **Operations management and support:**

- ▶ Support regional operations tasks across Francophone West Africa, in conjunction with deployed teams and wider regional management team;
- ▶ Management and oversight of long-term projects, with a focus on client management, quality assurance and contractual compliance
- ▶ Further develop and maintain a trusted support network across the region to aid intelligence gathering and support the Global Risks Analysis function
- ▶ Engage with local providers and further develop an accredited sub-contractor network to support operations as required.

**Leadership and management:**

- ▶ Take an active role in leading our Dakar-based team, in accordance with our regional matrix management structure
- ▶ Act as the senior in-country management representative, provide senior leadership, mentoring, management and guidance to our Dakar-based and wider West Africa teams
- ▶ Proactively champion Control Risks' values and cultures, internally and externally within the wider marketplace
- ▶ Support any day-to-day office administration requirements in conjunction with the office management, business operations management and regional finance teams

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**Knowledge and experience**
**Essential**

- ▶ Depth and breadth of understanding of security risk management, business resilience, and the dynamics of a consultancy practice within the sector
- ▶ Proven ability of successfully winning and maintaining long term client relationships, which add value both financially and commercially
- ▶ Extensive and demonstrable experience of delivering risk management, crisis and security consulting support to commercial clients
- ▶ Proven experience of successfully leading teams to reach the strategic and operational goals
- ▶ Commercially astute when planning and pricing project in terms of time, resource and outcomes
- ▶ Relevant background supporting complex, multi jurisdiction operations
- ▶ Proven experience of effectively managing a team to perform highly and meet / exceed given targets
- ▶ Proven ability to work with and interpret management accounts

**Preferred**

- ▶ Extensive security and information network across francophone West Africa.

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**Qualifications and specialist skills**
**Essential**

- ▶ Excellent verbal and written French and English
- ▶ Operational experience in the delivery of risk management and security services in a complex and challenging environment
- ▶ Extensive experience in commercial management
- ▶ Project management skills within a commercial/consulting environment
- ▶ Strong commercial focus (financial management skills, legal and contractual

skills) and leadership

- ▶ Good client (both internal & external) management and consulting skills
- ▶ Effective decision making and judgment skills
- ▶ Assertiveness and drive with strong influencing and negotiating skills
- ▶ People leadership skills, including the ability to inspire and drive the performance of a team of security professionals
- ▶ Strong interpersonal skills – building trust & rapport
- ▶ Ability to summarise large amounts of information in a concise manner and communicate effectively to colleagues and clients
- ▶ Knowledge of key issues and business trends in the region

#### **Preferred**

- ▶ Educated to degree level
- ▶ Post graduate qualification in a related area

## Competencies

### **Solution Focused:**

- ▶ Leads by example - sets and generates commitment to goals, managing team to meet / exceed targets
- ▶ Inspires a determination to achieve high standards
- ▶ Challenges conventional orthodoxy to develop innovative approaches to meet the needs of our market and clients
- ▶ Analyses situations and looks at broader picture
- ▶ Makes decisions which drive high performance and meet client needs
- ▶ Balances risks with decision making, being prepared to mitigate risk
- ▶ Acts decisively and makes tough decisions even when under pressure
- ▶ Drives self and team to deliver against objectives and to meet client needs

### **One Firm:**

- ▶ Understands and translates key drivers and capabilities for business and team performance

### **Commercial Acumen:**

- ▶ Ensures sound commercial awareness applied to all solutions, harnessing margin improvement
- ▶ Encourages a commercial approach and understanding in our teams

### **Personal Effectiveness:**

- Sets and communicates clear direction for team to deliver work in line with

## Behaviours

global / departmental goals and objectives

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.**

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## How to apply

If your qualifications, experience and aspirations match our requirements please email a covering letter on why you want to join Control Risks and what personal attributes make you suitable for this and C.V., stating “**Associate Director Senegal & Francophone West Africa**” in the subject of your email and your current salary to:  
[CSCRecruitment@controlrisks.com](mailto:CSCRecruitment@controlrisks.com)

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