

JOB DESCRIPTION

Job Title	: Security Manager, Japan
Location	: Tokyo, Japan
Legal Entity	: International SOS Japan Ltd.
Reports Professionally To	: Security Director, North Asia
Reports Administratively To	: Head of Assistance, North Asia
Works Closely with	: Security Managers and Specialists in Japan Security Managers and Specialists in other Regional Security Centres Operation Managers of International SOS Assistance Centres Sales and Marketing department in Japan
Direct Reports	: None

A. Overall Purpose of The Job

Security Manager, Japan (SM) is responsible for the day-to-day delivery of Japanese-language security advice and assistance to all the workforces including travelers, and expatriates, and their managers on a routine basis and in response to emergencies, allowing them to succeed in complex or hostile business environments.

The role supports Security Director, North Asia as well as Security Manager, Intelligence & Assistance in ensuring the delivery of consistent and high-quality services to internal and external clients.

B. Key Responsibilities

Client Support

- Together with the Security Director, North Asia, and Security Manager, Intelligence & Assistance, man the Tokyo Security Desk as required to coordinate the delivery of security services in Japan including the provision of advice to clients by phone and email, the activation of providers in support of clients and the evacuation of members during a crisis
- Develop and maintain close interaction with clients through the provision of advice and assistance and supporting client visits to the Assistance Centre(s).
- Build confidence in clients through effective delivery and knowledge of regional threat issues
- Maintain awareness of the regional security situation through monitoring our Travel Security Online reports and open sources and through daily interaction with the Regional Security Centre
- Deliver Personal Travel Security Awareness Training (PTSAT) sessions to clients in either Japanese or English to ensure they are aware of the services available to them through membership and that they are appropriately prepared to travel
- Assist in the delivery of other types of consultancy service to clients as required
- Assist in the development and maintenance of internal Country Assessments and Concept of Operations (CONOPS) within the APAC region
- Assist in the translation and coordination of translation work of security reports, marketing materials, operational documentation, and other information from English to Japanese and Japanese to English

Information & Assessments

- Scan for, report and escalate security or disruption issues affecting business travelers in line with global reporting thresholds and guidance from Security Manager, Intelligence & Assistance.
- Support the development of our information services by providing input and support to the APAC RSC and Editors, ensuring that corresponding country and city guides are reviewed as required

Operational Support

- On occasion and as required travel to countries of responsibility to assess current situation, local provider capabilities and expanding the existing network of contacts to further support clients
- In specific circumstances, be ready for deployment at short notice as part of an Incident Management Team to support clients in crisis situations

Business Development support

- Assist business development through support to key client meetings and events as required
- Assist in the localization of products and solutions

Personal Development

- Build thorough understanding of current events affecting regional / global business travel learn the approach to providing written and verbal travel advice and briefs to clients
- To become fully conversant with and follow all systems and procedures required by the Regional Security Manager Japan.
- To attend regular training courses relating to the work of the Regional Security Centre and other wider security related training as agreed with line management.

C. Job Profile

Required Skills and Knowledge

- Risk management expertise; security planning expertise; crisis management expertise
- Extensive knowledge of political and security issues in some areas
- Liaison and communication skills
- Experience of operating in an international context (postings, exchanges or experience in working within a foreign multinational company).
- Excellent written and verbal communication skills
- Ability to deploy in countries in crisis (as part of an Incident Management Team)
- Willingness to work outside of normal duty hours, in support of security operations

Required Competencies (*Critical behaviors necessary to successfully perform the job*)

- **Working with People.** Demonstrates an interest in and understanding of others; adapts to the team and builds team spirit; recognises 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 achieves project goals.
- **Following Instructions & Procedures.** Can work in line with clear guidance and procedures without need for direct supervision; escalates appropriately for direction; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.
- **Coping with Pressure & Setbacks.** Works productively in a high-pressure 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

- Experience in Security: military, police, intelligence, NGO or relevant field of academia
- Security planning expertise

- Client management experience
- Logistic planning experience
- Extensive international travel experience
- Experience in operating in International Context (postings, exchanges, or experience in working within a foreign multinational company).

Additional Critical Qualities

- Ability to work to tight deadlines and under pressure
- Meticulous attention to detail
- Ability to work as part of a team
- Ability to learn and adapt to new procedures and operating protocols
- Ability to communicate clearly and sensitively with colleagues from different cultures and ethnic backgrounds
- Ability to always maintain high professional standards

Qualifications

- Post-graduate degree (or equivalent) from an accredited college or university

Required Languages

- Fluent Japanese and English (spoken and written)

Travel / Rotation Requirements (Brief description of any travel or rotation requirements)

- Travel dependent on business needs.
- Ability to deploy in countries in crisis (as part of an Incident Management Team)
- Willingness to work outside of normal duty hours, in support of operations.