# Crisis Manager, MENA

- **Department:**  Embedded with MENA Region Crisis Management Team of a tech giant
- **Location:**  Tel Aviv, Israel  (Dubai also considered)
- **Employment Type:**  Full time, permanent.  Contracted to Upstream Risk Management, permanent secondment to customer.
- **Reports to:** Regional Crisis Manager- EMEA
- **Key relationships:**  Area security managers, business leaders.
- **Salary:** ILS 200,000 per annum, travel and meal allowance, bonus available

## Role Description

Contracted to Upstream Risk Management, you will be permanently embedded within the EMEA Crisis Management team of a tech giant. The role reports to the Regional Crisis Management lead, and cover the MENA region, including Israel, Saudi Arabia, Bahrain, UAE and Egypt. The key relationships are remote, across customer sites in the region.

The regional Crisis Manager will work closely with  the customer's Corporate Security team, Global Real Estate and Facilities, and key business stakeholders to support the development of incident & crisis management plans and mitigation strategies. Travel across the region will be required.

To be successful in this role you will need to be a strong problem solver, with the natural ability to carry out deep dive analyses of issues, risks, or challenges before developing solutions to them. You will have a track record of earning the trust of leadership by challenging norms, upgrading team performance, enabling growth, and improving efficiency.  You will have a proven ability to think outside of the box, challenge industry norms and adapt quickly to evolving requirements.

## Responsibilities

- Plan and deliver annual crisis management training to incident management teams (IMTs) and crisis management teams (CMTs).
- Update CMT rosters on a regular basis.
- Support IMT and CMT activations as directed by the EMEA Lead, including the production of After Action Reports.
- Produce updates and situation reports for CMTs in MENA, including Israel.
- Identify and keep track of preparedness efforts and response gaps across the region.
- Support and/or lead team projects.

## The Ideal Candidate

### Experience

- Minimum of four years of relevant professional experience, preferably as a crisis manager or as administrator, business continuity and/or security consultant, coordinator, and/or project manager in the corporate or public security sectors.
- Familiar with the culture, history, and religions of MENA, as well as the threat environment in the region.

**Skills**

Working proficiency in Arabic and/or Hebrew and full suite of crisis management capabilities:

- Stakeholder and customer relationship
- Threat & risk assessment
- Contingency planning
- Policy and plan writing
- Maintenance of rosters
- Planning and delivery of training, including experiential simulations
- Support to decision makers during activations
- Leading and documenting after action reviews

**Behaviours**

- High level of customer focus, including willingness to work unsocial hours during crisis response
- Ability to work with culturally and religiously diverse stakeholders across the region
- Availability / capability to travel across MENA, including Israel

**Education and Qualifications**

- Relevant academic and/or professional experience in the MENA region

Candidates will be subject to a background investigation and reference check. All shortlisted applicants will be required to successfully complete a written exercise to be considered for an interview.