

Junior crisis management/communication consultant

£25,000 - 30,000 per annum (full time) dependent upon experience

Part-time applicants (minimum 4 days per week are also welcomed)

Based virtually/from home

Background

Insignia is an award-winning crisis management consultancy that works with leaders of businesses around the world to help them protect reputation when crisis strikes. Our clients include Cathay Pacific, DP World, Lidl, NFU Mutual and Stagecoach. Through planning, training and rehearsal, we give them the capability and confidence to do and say the right thing on the worst day of their careers.

Our services include the development of crisis management and communication plans, training crisis team members, delivering scenario-based crisis exercises and advising clients as they deal with incidents, issues and crises.

To support our continued growth, we are looking for a talented and enthusiastic individual to join our existing team of experienced consultants. This role would suit someone who has a passion for writing and a knack for being organised and keeping projects on track.

The successful candidate should be equally at home creating tweets and news articles for crisis simulations as they are synthesising workshop feedback into action driven reports or creating compelling exercise scenarios. A safe pair of hands with good attention to detail, they will also be capable of keeping a project moving and ensuring all the supporting technology, logistics and people are in place for effective workshop delivery.

This is an exciting opportunity to be part of a successful and growing consultancy doing important, meaningful work for high profile clients around the world.

The role

The successful candidate will support our experienced consultants in preparing and developing crisis management services to our clients. Tasks will include:

General

- Supporting the senior consultant team to ensure the timely delivery of high-quality crisis management planning, training, exercising and consultancy
- Liaising with clients (primarily by email or phone)
- Helping the senior consultant team to maintain and deepen relationships with existing clients

Crisis management training and exercising

- Drafting presentations for scenario-based exercises and training workshops
- Researching and developing content such as storylines, master event lists, scripts, news articles, social media posts and other materials for scenario-based crisis exercises
- Researching and developing case studies for inclusion within presentations

- Liaison with clients and management of suppliers (e.g. journalists; camera crew; designers) to ensure that all necessary people, logistics and technology are in place for the smooth delivery of workshops and exercises
- Capturing actions and learnings as part of exercise debrief
- Drafting feedback reports following crisis exercises with guidance from senior consultants

Crisis management planning

- Developing supporting materials for inclusion within crisis management/communication plans
- Proof reading crisis management/communication plans
- **Developing content for other workshops and training sessions including:**
 - Reputational risk assessments
 - Crisis management best practice workshops
 - Scenario planning workshops
 - Crisis media training
 - Crisis management team training

Crisis and issues management handling

- Supporting the senior consultant team by providing practical support (e.g. drafting communication materials) for clients facing crises/issues

Business development

- Participating in creative discussions about potential activity
- Supporting the senior consultant team with the development of proposal documents

Your work will be stimulating, challenging and rewarding and you will be part of an exceptionally high calibre and collaborative team. You will build relationships with client contacts and you're your part in crisis management planning, exercising and consultancy which will have a demonstrable effect on their business.

Person specification

Essential requirements:

- Educated to degree level
- GCSEs at C or above in English and Maths
- At least 3 years' workplace experience
- An interest in, understanding or experience of crisis management/communication
- Excellent written and verbal communication skills
- Organisational/project management skills
- Attention to detail
- Ability to assimilate complex information and create well-conceived content as a result
- Proficient in Word and PowerPoint
- Willingness to travel within the UK (and potentially overseas)

Personal qualities:

The successful candidate will be able to demonstrate the following personal qualities:

- Passion, energy and enthusiasm
- Client/customer focus
- Attention to detail
- Initiative
- Flexibility
- 'Can do' attitude
- Self-motivation
- Problem solving
- Collaborative
- Commitment

Our values:

Our values underpin our way of working as a team and so alignment with them is important. They are:

TRUST & RESPECT

We always do what we say we will do to the very best of our ability. Our motivation is to help clients, not to sell to them. We listen carefully to colleagues and clients to understand what is uniquely important to them and reflect this in the way that we work together. We always act with integrity.

BACKBONE & HEART

We care deeply about our clients and give them our best advice, even if it's not what they want to hear. We'll be brave in telling people the truth, but will do so in a respectful and constructive manner. We'll not be frightened of taking tough decisions, but we will implement them in a compassionate, caring manner.

PASSION WITH PURPOSE

We are enthusiastic and positive people, excited by the opportunity to make a difference, both for our clients and our own business. Once our objectives are clear, we set about achieving them with energy, passion and determination to succeed.

WHAT ELSE...WHAT NEXT...WHAT MORE

We're never satisfied with what we've already achieved. We're always looking for something more, new or different we can deliver for our clients, or our own business. We're constantly looking to grow as people, pushing ourselves out of our comfort zone and seeking new skills and knowledge.

March 2022