



Job Title:	Operations Specialist – CMC & Consultancy
Location:	UK
Job Type:	Full-time
Department	Operations

### Job Description:

The Operations Specialist is a key role in Kenyon International Emergency Services' daily activities, as well as emergency response activations on behalf of 600+ of the world's foremost companies that retain Kenyon for emergency and disaster response services. The position is a role within the Operations Department with an emphasis on training and consultancy services, as well as Crisis Management Centre (CMC) operations but will have responsibilities in all areas of the delivery and support of Kenyon's emergency response services. The position is based at our Bracknell, UK location, and may require domestic and international travel based on business activities.

The Operations Specialist (CMC & Consultancy) is a self-starter, who needs little day-to-day supervision with an ability to research solutions and solve problems in the following areas:

#### Training & Consultancy:

- Work with Commercial team to coordinate successful delivery of client training and consultancy work, to include:
  - Liaise with client to better understand goals and requirements of training
  - Identify and assign work to qualified Kenyon Associate
  - Brief the Associate on the consultancy/training project and provide with the necessary Kenyon material
  - Arrange travel and accommodation and other logistical requirements for completion of project
  - Collect and reconcile all associated expenses within designated time period and submit to Accounts to raise the invoice to the client
  - Solicit and analyze project feedback and share as appropriate
  - Distribute attendee certificates of completion
- Maintain organization and index of training presentations and material, reformat and apply updated Kenyon branding standards as appropriate.
- Work with SMEs and consultants in the update and management of training material.

#### Crisis Management Centre (CMC):

- Ensure the CMC is operationally functional and fully stocked ready for any incident at all times.
- Reviews and provides suggested updates to CMC and Incident Management Center (IMC) SOP's and checklists to the Operations Manager. While a solid base of SOPs exists, they must be kept updated to reflect current organizational structures, branding and resources.
- Supports incident operations by activating the Crisis Management Center, activating required Team Members, completing related incident logistics – arranging flights/accommodation etc.
- Assist in activating Team Members providing them with the relevant information regarding a deployment, including timesheet and expenses processes as well as country information / hazards.
- Completes tasks required during an active deployment including daily staffing reports, forward staffing planning, processing equipment requests and personnel requests, compiling daily reports, maintaining incident logs and funds register.
- In support of the Operations Manager, manages the administration functions, including billing and operational close out procedures.
- Knowledge of the Team Member Management Database to pull reports for required Team Members.

#### General Operations Support:

- Supports the Operations Department in the maintenance of the warehouse and equipment and other day to day activities as and when required.
- Additional duties as assigned.

**Summary of Essential Job Functions:**

- Knowledge of other departments interactions within Kenyon including Crisis Communications, Kenyon International Call Center, Finance, Commercial, administration and legal.
- Knowledge of Kenyon policies and procedures used during deployments to include financial, administrative and Team Member management policies, as well as Operations Manuals, particularly the CMC and IMC SOPs.
- Provide assistance to conferences, symposiums & meetings for activities operational in scope.
- Write articles and documents for Kenyon's internal newsletters regarding CMC operations.
- Billing and operational close out procedures.

**Abilities required:**

- On call 24/7, 365 days a year to support deployments.
- Must be available to travel as much as 10% of the year if required for operational response for periods of up to 3 weeks or more in duration.
- Able to work, as required, long hours during deployments.
- Able to independently lift up to 25 kilograms without the assistance of material handling equipment.
- Flexible to work in the office, warehouse or disaster field environments.
- Ability to work independently with a minimum amount of supervision, and the application of good analytical, planning and interpersonal skills (team player, proactive and assertive).
- Ability to work with families in crisis.
- Strong communication skills, written and verbal.
- Ability to produce worksheets, documents and presentations using Microsoft Office Excel, Word and PowerPoint with a high standard of both written and spoken English.

**Requires minimum of:**

- 3 A-Levels at A\*-C grade, or equivalent education. Evidence of continued professional development in the area of airline emergency response, disaster management and/or crisis intervention strongly preferred.

**Hours and reporting:**

- Monday-Friday weekly from 9.00am – 5.00pm. From time to time, additional hours may be required due to business activities.
- Reports to Operations Manager.

**Application Instructions:**

Send covering letter and resume/CV to Clare Pascucci at [pascuccic@kenyoninternational.com](mailto:pascuccic@kenyoninternational.com). No phone calls please.