

Job Description:

Job title:	Consultant, Social Simulator Inc.
Reports to:	Executive Director
Line management:	Responsible for no direct reports unless otherwise agreed
Location of work:	New York City with occasional travel in the US and overseas. Option to work flexibly from home by agreement (but role is primarily office-based).
Hours of work:	40 hours per week
Holiday entitlement:	25 days a year in addition to Federal and State holidays
Contract term:	Permanent, following successful completion of 3-month probationary period
Salary and benefits:	\$50,000 with a further 5% employer pension contribution, health insurance, company laptop
Purpose:	Design, project manage and facilitate digital crisis and communications skills training including simulation exercises, presentations and coaching

About the company

Social Simulator has been at the cutting edge of digital crisis preparedness and resilience since 2011, initially in the UK and Europe, and launched in the USA in 2018.

We deliver high quality, immersive training tailored to a range of experience levels, and can challenge even the strongest teams. Our platforms bring virtually any scenario to life, from the scrutiny and pressure of a live crisis, to the unique demands associated with delivering high quality customer service. Our [Simulator](#) is a hands-on, private digital environment that enables realistic and interactive simulations to help brands protect their reputations online and enhance their digital crisis resilience. We bring the challenge of crisis or customer service to life for larger groups with [Crisis90](#), our facilitated workshop platform which sees teams work through scenarios competitively, comparing and contrasting their strategies and tactics to build awareness and teamworking.

About the role

As our North American business grows, we need a well-organized, creative, flexible consultant to join our team in New York City.

Working closely with our Executive Director, you'll be designing simulation exercises, presentations and training for a range of clients, from government agencies through to retailers and energy firms. You'll design scripts and write mock media coverage, and configure our exercise platforms with the influencers needed to bring a simulated crisis to life for the client

team – based on your solid experience of how social media and reporters work in a crisis situation.

The role would suit someone with experience and interest in journalism, public relations, consultancy and with strong digital communication experience. You'll need to demonstrate your awareness of social media in a crisis and be able to talk about effective digital corporate communication.

In return we can offer a dynamic and friendly team, European-style holiday and working hours, and a fascinating range of work, with some of America's biggest brands and organizations. You'll spend time initially with our team in London familiarizing yourself with our software products and methods, as part of our international induction program.

Responsibilities

A. Leading:

- project management of digital training and crisis simulation exercises
- client account management for some of our US-based clients
- configuration of simulation software (e.g. WordPress database and content editing; character research and profile building)
- design of crisis simulation projects (e.g. exercise scripts and materials)
- preparation of visual mock-ups and media templates using Adobe Photoshop
- facilitation of some crisis training projects

B. Helping drive:

- commercial success of TSS Inc. through preparation and delivery of high quality training projects.
- marketing of the TSS Inc. offer
- creating content for projects
- identifying themes from client feedback
- general day-to-day business administration

Development opportunities:

These are the types of activity that will form part of your development in the role over the first 6-12 months. You will be given support to find the opportunities to meet these objectives.

Account management

- By December 2018 you are likely to be leading up to 3 client accounts, delivering the projects that they commission and with a strategy in place for retaining and developing their business.
- You will have examples of positive feedback from each of these clients and be ready to take on additional accounts.

Project delivery

- Between June and December 2018 you will have led the delivery of 6 different projects, demonstrating:
 - a. Simulator exercise platforms prepared and delivered, from initial character research and chronology writing, through to creation of media injects
 - b. Facilitation of client and partner training sessions, being able to present key TSS concepts confidently and form a valuable part of exercise control and delivery teams

Marketing

- Make an active contribution to the development and deployment of the TSS Inc. marketing strategy. Identify the most effective ways that we can demonstrate our experience and ability to meet the needs of prospective clients.