



Watsons China

Company Information:

Watsons Your Personal Store, the largest health and beauty retailer in China, has 450-plus stores and over 10,000 employees. Watsons has built its success and reputation on quality and innovation, winning the trust of the consumers. Watsons continuously offers various products to meet consumers' differing needs and lifestyles. Watsons' mission is to help our customers enjoy their life more by making a bigger positive difference to their health, looks and the way they feel – making sure they are always having fun, looking good and feeling great. Watsons is fully committed to offering quality products, professional advisory information, an enjoyable and 'discovery' shopping environment and great value-for-money to its consumers.

Watsons Your Personal Store is a health and beauty brand of A.S. Watsons Group, a wholly owned subsidiary of Hutchison Whampoa Limited (HWL). A.S. Watsons Group is the world's largest health and beauty retailer covering 34 markets and over 1,800 cities worldwide, managing 19 retail brands in over 8,400 stores, employing over 87,000 employees and serving over 25 million consumers around the world every week.

Position: National Security Controller (Location: Shanghai)

Job Aim

- Deputises the Head of Security
- Responsible for leading, developing, managing and supervising the Fraud Risk Management (FRM) and Supply Chain Security Management (SCSM) functions. The FRM functions include Loss Prevention Management (LPM), Fraud Risk Management and e-Fraud Management
- Responsible for the overall implementation of Group Security Policies and Shrinkage Reduction (SR) strategies to ensure consistencies in practices and for the overall protection of profit, company reputation and the high integrity of operations
- Leads and/or directs investigations relating to alleged losses, fraud, corruption, or violations of the company ethics and integrity policy
- Develops, enhances and drives national risk-based shrinkage reduction, fraud and loss prevention strategies tailored to individual stores/business units, area and city – including enforcement of shrinkage reduction programmes; procurement fraud, supplier and business partners checking; business conduct and integrity investigations
- Ensures the development of comprehensive and effective supply chain security programmes designed to maximize protection of personnel, facilities and cargo that will be consistent with best practices in the supply chain industry

Key Accountabilities

- Protection of profit, company reputation and high integrity of operations by stopping losses and proactively monitoring and mitigating loss, corruption and relevant risk events
- Implementation of Group Investigation Policy for mitigating external/internal fraud risks
- Enhancement of the company's FRM and SR analytics, assessment and detection capabilities by developing effective and practical investigation and reviews processes
- Overall development and management of FRM and SCSM functions and a security management system

- Loss prevention and staff awareness training programmes are delivered to stores, business units and partners in an effective and timely manner
- Fostering strong partnerships with key internal departments and business partners

Requirements:

Knowledge and skills preferred

This position requires a high degree of management skills, independent judgment and ability to create and manage change. The incumbent will provide leadership, direction to a number of core teams and responsible for the development of innovative, world class loss and fraud prevention programmes to ensure the overall protection of Watsons China's businesses, own brand products, reputation, intellectual property and facilities.

- 10 plus years experience in managing retail, fraud risk and supply chain security functions, preferably in a rapid growth retail and corporate environment with a significant portion of that in executive or management positions responsible for establishing strategic direction, implementing fraud and/or asset and loss protection programs, and being accountable for organisational performance
- Significant experience in producing management information and metrics
- Demonstrated ability to coordinating research and communications efforts related to investigations, loss trends, threats and incidents, etc; developing and communicating security procedures to be integrated into operational functions; ability to negotiate with leaders in other areas with competing interests and/or responsibilities
- Strong ability to motivate teams and foster team spirits with excellent interpersonal skills
- Excellent verbal and written communications skills since key contacts will be with company executives, officials of governmental agencies, etc.; ability to motivate and influence others both internal and external to the company
- Ability to prepare clear and concise reports in both English and Chinese
- Working knowledge of laws governing investigative practices including privacy, evidence, etc.

Education and background

- Certified Fraud Examiner (CFE) or Certified Protection Professional (CPP)
- University degree or above
- Law enforcement, civil, administrative or criminal investigation experience
- Management knowledge of computer forensics
- Experience with video systems, alarms, and access control

Please forward your resume to the following, quoting the position in the subject line:

Via Email: Joanne.chen@watsons.com.cn

While we thank all candidates for their interest, only those candidates to be interviewed will be contacted.