JOB DESCRIPTION

SEVEN Investment Management

RELATIONSHIP MANAGER

PURPOSE:
The Relationship Manager (RM) is responsible for understanding and reviewing clients' investment needs, attitude to risk, current investments, personal circumstances and then proposing a suitable investment strategy. This work is often done in conjunction with the client's Financial Planner/Wealth Manager/IFA, using 7IMs asset allocation models and multi manager approach to asset management.

The role is a mixture of selling and servicing relationships with financial planners and their clients. The RM will be capable of building relationships with new high quality financial planners and their clients whilst maintaining and developing the business with existing financial planners and their clients.

The initial leads for prospective financial planners and their clients will arise from a variety of sources including general marketing, seminar activity, referrals, industry partners and contacts, fund sales, and the RM's own contacts. However, the role includes a significant amount of contacting people whose knowledge of 7IM will initially be limited, and the RM will be expected to have a lead generation and business building mentality.

RESPONSIBILITIES:

- Understanding and reviewing clients' investment needs, attitude to risk, personal circumstances and current investments and proposing a suitable investment strategy.
- This involves reviewing existing investment portfolios, often producing a detailed written review and proposal as to how we might alter the investments, taking into account a client's investment aims, attitude to risk and personal circumstances including the tax situation. This will often require a meeting with prospective clients and often their financial planner to present our proposal.
- 'Managing out' existing investments and reinvesting the capital into 7IM managed portfolios
- Regular reporting changes within portfolios and performance to clients and their financial planners
- Attending review meetings with clients as required to maintain a suitable investment strategy appropriate for the client and his/her aims.

<u>Developing Repeat Business with Financial Planners</u>

- To engage with prospective financial planners and then to qualify the potential and quality of the business which they could provide to 7IM
- Work in conjunction with the Business Development Managers (BDMs) to develop new commercial relationships with planning firms in Scotland.
- To understand the business of the prospective financial planners and to develop financial planners' own understanding of the benefits and potential for them in providing business to 7IM
- To present and discuss the appropriate 7IM proposition with financial planners
- To produce and follow through individually tailored proposals for the financial planners to reflect the proposition discussed with them
- To convert such prospective financial planners into fully signed up financial planners of 7IM with specific plans and actions agreed with them in order to gain the maximum appropriate business from their client base
- To manage the relationship with each financial planner in order to develop the volume and quality of business from each, including: Speaking with/meeting the financial planners regularly to discuss their client base, and to motivate them to seek further opportunities for 7IM within both their existing and potential client base / Keeping the financial planner up to date with relevant and accurate information.

<u>Developing Business with New Clients</u>

- To engage with prospective clients via their financial planner
- To understand the needs of prospective new clients, and to develop an individual client's own understanding of his/her needs, in conjunction with their financial planner
- To present and discuss the appropriate 7IM proposition with prospective clients, liaising with their financial planner
- To produce and follow through individually tailored proposals for the prospective clients, to reflect the proposition agreed with the client and their financial planner
- To convert such prospective clients into clients of 7IM with all appropriate assets transferred.

Other Responsibilities

- To make presentations on the 7IM proposition to relevant groups
- To maintain the sales and CRM databases of prospective and existing financial planners and clients, and to provide the required forecasting and business plan information
- To work closely with relevant Assistant RMs (ARMs)
- To work in a close and flexible team with all 7IM BDMs, RMs and ARMs
- To subscribe to 7IM's Mission and Tenets and TCF initiative
- Other responsibilities and duties as reasonably required by 7IM and the relevant line manager.

SKILLS:

- Relationship building skills in order to rapidly establish a high level of trust with the clients and financial planners, both in terms of professional and personal competence *and* trustworthiness
- Questioning and listening skills which are focused and empathetic in order to understand fully and sense-check the prospective and existing clients' and financial planners' true understanding, views and feelings
- Verbal and presentational skills in order to clearly and passionately communicate the appropriate 7IM proposition and information to prospective and existing clients and financial planners, in one to one, small and large group situations
- Written skills in order to clearly, concisely and convincingly present propositions and relevant information to clients and financial planners in order to support discussions and agreements made with them
- Assertiveness and tenacity in order to pin down and drive through the specific actions which prospective clients and financial planners must take in order to become fully signed up with 7IM, including having the client assets fully transferred to 7IM, and then to develop and maximise the growth in business from existing clients and financial planners.
- Planning and time management skills in order to most effectively allocate the time and resources to gain commitment from prospective clients and financial planners, as well as to manage and develop the business from existing clients and financial planners
- Resilience in order to manage conflicting priorities and demands, ambiguity, high work load, rejection and other sources of pressure
- Accuracy, thoroughness and attention to detail in order to maintain the highest levels of service to 7IM's clients
- Team working combined with individual initiative, creativity and self-sufficiency in order to remain effective in the face of rapid change and a lean and efficient management and resource structure
- Personal development focus, taking responsibility for driving both personal and professional development in order to maximise effectiveness in this demanding role, and to grow with the role, and beyond.

KNOWLEDGE:

- Commercial awareness in order to identify appropriate target segments and lists, and to profile prospects appropriately, understanding the context of their situation and businesses as well as the implications for the overall business of 7IM
- Have a very strong awareness of, and passion for, markets.
- RMs should have a high degree of private client investment management knowledge including portfolio construction, asset allocation, UK and overseas investment markets, performance measurement and regulatory responsibilities. They should also be aware of the changing trends within our industry and have an appreciation of the opportunity and challenges of working with third party financial planners

QUALIFICATIONS:

- The successful candidate should be CF30, and ideally hold the CISI PCIAM paper or equivalent and hold, or be eligible to apply for, a Statement of Professional Standing.
- Level 6 qualified.

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OTHER RELEVANT INFORMATION:

- Be very clear, driven and realistic in their short, medium and long term professional goals and ambitions
- Be articulate and project assertiveness, clarity, integrity and gravitas in their personal communication
- Be commercially astute, disciplined, ambitious and confident in their approach to the development of their own 'book', displaying a high degree of personal ownership.
- Willing and able to travel extensively to all parts of Scotland to meet with prospective and existing clients and financial planners
- This role is Edinburgh based with a requirement to visit the London office once a month for wider team meetings. To clarify, this will involve one or two nights away from home.