JOB DESCRIPTION

SEVEN Investment Management

RELATIONSHIP MANAGER - INTERMEDIARY

PURPOSE:
To provide mainly office based relationship management and administration to a portfolio of Wealth Managers/Financial Advisors/Financial Planners and their existing and prospective clients. The role involves extensive direct telephone contact with clients and their wealth managers, developing business support relationships with them, and taking primary responsibility for the accurate administration of their business with 7IM alongside retention of the portfolio and managing to growth targets in both client acquisition, AUM and revenue.

RESPONSIBILITIES:

- Management of portfolio of wealth managers and clients
- To act as a Relationship Manager to win, manage, service and develop business with suitable wealth managers and clients, commensurate with the expertise and experience of someone in this position. This to be primarily office based and to work within a regional team, with a large book of existing clients requiring a less proactive approach, but high quality service from 7IM.

  This involves:

- Managing client and wealth manager relationships on an ongoing basis, including regular reporting to clients and their wealth managers of changes within portfolios and performance, etc.
- Managing a book of clients to ensure growth achieved in both AUM and overall revenue/profitability of the book and ensuring the client experience and 7IM value maintained.
- Providing effective support to regional RMs, freeing up their time to focus on developing new opportunities within the region
- Getting an understanding of the business of the prospective wealth managers, and to develop the wealth managers' own understanding of the benefits and potential for them in providing business to 7IM
- Presenting and discussing the appropriate 7IM proposition with wealth managers
- Producing and following through individually tailored proposals for the wealth managers to reflect the proposition discussed with them
- Converting such prospective wealth managers into fully signed up wealth managers of 7IM, with specific plans and actions agreed with them in order to gain the maximum appropriate business from their client base
- Understanding the needs of prospective new clients, and developing the clients' own understanding of their needs, in conjunction with their wealth manager
- Providing clients with reviews of 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 tax situation. This will often require a meeting with prospective clients and their wealth manager to present our proposal
- Planning and organising work flow and calendars with the RM, especially during client reporting periods
- Liaising closely with relevant members of 7IM's Operations team to ensure full communication and understanding, minimising errors and maximising service levels
- Filing, in accordance with 7IM and FCA procedures
- Inputting, manipulating and maintaining data on the 7IM client relationship management systems to monitor prospects, generate proposals and open accounts
- Taking responsibility to ensure all client and wealth manager communication is accurate, appropriate and delivered at the right time, including emails, letters and proposals
- Receiving telephone calls and managing flow of tasks, queries arising from the wealth practises, planners and their clients
- Managing ongoing suitability for the portfolio of clients they are responsible for.

SKILLS:

- Accuracy, thoroughness and attention to detail in order to maintain the highest levels of service
- Systems learning skills to rapidly understand and use appropriate systems, including accurate inputting of detailed data across a number of different screens and software packages
- Written skills, in order to clearly, concisely and thoroughly present information to clients and wealth managers
- Numeracy skills in order to understand, process and check a range of data

- Telephone answering, rapport and relationship building skills in order to rapidly establish a high level of trust with the clients and wealth managers, to manage expectations, and to demonstrate a high level of ownership, competence, reliability and responsiveness
- Assertiveness and tenacity combined with diplomacy and sensitivity, to build and maintain good relationships with clients, wealth managers and colleagues across the company. The ability to ensure that necessary actions are taken to service clients, whilst maintaining positive relationships externally and internally
- Flexibility and innovation to handle and support changing (and sometimes conflicting) needs and demands, and continually to improve working practices
- Resilience in order to manage conflicting priorities and demands, ambiguity and demanding work loads
- Personal development focus, taking responsibility (with 7IM) for driving forward both personal and professional development in order to maximise effectiveness in this demanding role, and to grow in the role, and beyond

KNOWLEDGE:
- Knowledge of discretionary investment management administration, including tax wrappers
- Knowledge of Pershing systems and procedures would also be beneficial
- Ideally working knowledge and experience of 7IM systems and processes gained through time within Relationship Management

QUALIFICATIONS:
- An industry relevant examination (such as to CISI PCIAM) is required to be CISI Level 6.
- Ability to have and hold a relevant SPS and maintain ongoing annual CPD requirements.

OTHER RELEVANT INFORMATION:
- Subscribe to 7IM’s Mission and Tenets and other Treating Customers Fairly (TCF) initiatives
- Other responsibilities, as reasonably required by their Team Head within Relationship Management, to whom this role reports