

Customer Relationship Manager

Based in the City of London and remotely

Salary £36,000pa to £40,000pa, depending on experience

Plus £7.5% company pension contribution

After probation: travel allowance and option to split your working week between working from home and in the London office

Discretionary Bonus

We are looking for an experienced Customer Relationship Manager, based in London (hybrid working), to join our UK Business Development team. This is a full-time role, however we would consider applications from candidates who would like to work 28 hours a week over 4 days.

Reporting to the Regional Director based in London, you will be:

- Raising awareness of CISI's professional and widely regarded industry related exams and membership offering
- Developing, managing and leveraging business opportunities
- Maintaining positive relationships with our corporate supporter firms, key membership firms and new clients
- The key contact with our Regional Membership committees, attending meetings, preparing papers, etc.
- Support the events team who organise our annual dinners and award ceremony and other key events held in the regions

You must be a self-starter with:

- Energy, personal stature and interpersonal skills to represent the Institute and maintain relationships at all levels
- A proven track record of working successfully with corporate clients
- A proven track record of delivering results against KPIs
- Excellent organisation skills
- IT skills - Word, Excel and PowerPoint
- Experience of delivering high impact presentations

In order to have the breadth and depth of experience to undertake this role you will have at least five years' relevant experience within financial services and, ideally, a degree.

We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A sports club allowance
- 26 days leave per annum (which includes three days at Christmas)
- A travel allowance after passing probation and option to split your working week between working from home and in the London office

- After one year's service, private medical insurance cover, and annual travel insurance cover

Please send your CV, salary expectation and availability to Karen Dalton, Assistant Director, HR at jobs@cisi.org

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is *"To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services."*

For more information on the CISI, please see our website at www.cisi.org