

Customer Relationship Manager (Education Initiatives)

Based in Manchester (remote working)

18-month contract

Part-time working 4 days a week

Salary: £32,000 per annum (£40,000 full-time equivalent)

Plus £7.5% company pension contribution

Discretionary Bonus

We are looking for an experienced Customer Relationship Manager, based in Manchester (remote working), to join our Education Development Department here in the UK.

Your key responsibilities will include:

- Developing and maintaining strong and effective relationships with our Schools and Universities.
- Delivering presentations to students and graduates, as well as attending career events, open days/evenings, and teacher conferences as required.
- Identifying local opportunities for CISI qualifications to be introduced.
- Liaising with the CISI Regional representative from the UK Business Development team and relevant account managers to obtain up-to-date information and feedback from clients, agreeing on action points when required.
- Establishing an education subcommittee to the main Regional Committee to engage clients in the education programmes.
- Attending meetings, preparing papers, and acting as committee secretary, which may include taking minutes, sending out newsletters, ensuring action points are dealt with, and liaising with the committee as required.
- Supporting the events team who organise annual dinners and events, attending branch events as required.
- Travelling to surrounding Midlands areas as required on a weekly basis.

You will be expected to travel one day a week as part of the role responsibilities.

You must be a self-starter with:

- 5+ years' experience in business development or account management.
- Experience working with young adults, e.g educational outreach or education settings.
- Full, valid UK driving license.
- Proven record of working with corporate clients, including delivering high-impact presentations.
- IT skills – Including intermediate Excel and PowerPoint.
- Excellent organisational skills.
- Proven track record of working independently to deliver on KPI's.
- Further education: degree, or equivalent.

As we work within the Financial services please let us know if you have any knowledge or experience of the sector. This is not an essential requirement for applying for the role.

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
- A Wellness Allowance of up to £30 a month
- 23 days leave per annum (pro rata for part-time) plus three days office closure at Christmas.

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