

Customer Relationship Manager and Learning Specialist

Based in the City of London and remotely

18-month contract

Salary £32,000 to £35,000pa, depending on experience

Plus £7.5% company pension contribution

A travel allowance which has a minimum value of £2,500 per annum

The option to split your working week between working from home and in the London office

Discretionary Bonus

Are you a confident presenter with strong interpersonal skills, based in London? Do you come from a teaching background or have experience in sales/account management in the education sector? This role may be the next step in the career that you are looking for.

Your key responsibilities will be:

- Supporting the Educational Development team, maintaining relationships with existing establishments and developing new ones.
- Academic mapping from professional qualifications (foundation level) to university syllabi.
- Developing appropriate teaching materials to support education establishments.
- Mentoring teachers, designing and delivering training to teachers at schools which offer CISI qualifications.
- Working with stakeholders to ensure that communications on CISI's schools' qualifications are of the highest standards and carrying out reviews on current partners.
- Building and maintaining strong and effective relationships with our schools and universities – liaising with key customers to provide an effective channel of communications and update them on new developments, which will include delivering presentations to graduate professionals, and graduates.
- Developing a London education committee to engage clients in the education program.
- Attending meetings, preparing papers, and acting as committee secretary, which may include minute taking, sending out newsletters, ensuring action points are dealt with, and liaising with the committee when required.
- Supporting the events team who organize annual dinners and events, attending branch events as required.

You must be a self-starter with:

- 2+ years' experience in the education sector (this could be in a teaching capacity or in a business development/account management role).
- IT skills – Including intermediate Excel and PowerPoint.
- Excellent organisational skills.
- Strong interpersonal and confident presentation skills.
- 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
- 26 days leave per annum (which includes three days at Christmas)
- A travel allowance after passing probation which has a minimum value of £2,500 per annum
- The option to split your working week between working from home and in the London office after passing probation

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