Job Description

Role Title: Client Relations Manager	**Role Holder: Vacant**
Reports to: Chief Commercial Officer	**Line Manager name: Andrien Meyers**
SMCR Certification: Certified	**People Management responsibilities: N**

Purpose

The role holder is responsible for building trusted working relationships with the Partner Funds, supporting them in achieving their service requirements. The role holder will build a reputation, internally and externally, as someone who delivers sound, well thought through, credible solutions that will ultimately improve outcomes for the underlying beneficiaries.

Responsibilities

- Role models and successfully delivers high performance and standards, helping to foster a 'One Team' ethos and culture across London CIV
- Establishes and maintains successful working relationships with Partner Funds, their Investment Consultants, Independent Advisors, the Actuary custodian and all key stakeholders, such that they build a reputation as a credible, trusted business partner who is equipped to positively manage expectations and deliver solutions
- Collaborates with all internal stakeholders, especially the wider Commercial team, Chief Commercial Officer and the Investment team, to understand the LCIV offering and confidently represent the LCIV organisation and its' solutions. This will also include working on specific projects that will contribute to generating new revenue streams for the London CIV
- Works closely with the Partner Funds, listening to and understanding their needs and identifying opportunities to deliver added value – all with the objective of transitioning assets across to the LCIV
- Invests time to understand the governance arrangements of the Partner Funds. This will enable the role holder to understand how decisions are made and navigate the internal Partner Fund relationships that exist, so that they can deliver value-add services that support the Partner Funds in achieving their goals
- Working collaboratively with partner funds to understand and help build investment strategies, thereby enabling the role holder to work effectively with both the Partner Funds as well as LCIV's Investment team
- Successfully contributes to the achievement of the Commercial team's AUM growth targets through listening to and understanding the Partner Funds investment needs and identifying opportunities to further pool funds, support new fund launches and modifications to existing funds
- Through working closely with the Chief Commercial Officer, the Head of Partner Fund Solutions and the wider Commercial team, devises strategies on how AUM targets are to be achieved for

each respective Partner Fund for whom you are responsible. Provides regular and timely progress updates to the CCO, HoPF Solutions and the Executive Committee where required

- Through positive, proactive engagement with the Partner Funds, establishes and maintains effective stakeholder relations with a variety of stakeholders in the Partner Funds including elected Members, Treasurers and Pension Fund Officers
- Maintains relevant and up-to-date knowledge of the UK government's pooling policies, supporting Partner Funds in achieving their pooled funds targets
- Demonstrates professionalism at all times, confidently presenting and representing London CIV at a variety of meetings, conferences and other events including the LAPFF Forum, Pensions for Purpose, LGPS in Conversation and the Pension Fund Investment Forum
- Maintains Partner Fund records in Salesforce and provides timely Partner Fund activity updates to the relevant internal teams in relation to potential pooling opportunities and new services
- In collaborations with members of the Commercial Team, prepares presentation materials prior to meetings, capturing and sharing information logged during meetings and overseeing the necessary follow-up of actions
- Maintains high standards of professionalism at all times. Adheres to the conduct rules expected of a Certified employee under the FCA's Senior Managers Certification Regime

Essential skills, knowledge and experience

- Experienced client relationship manager/Consultant with relevant experience from the Financial Services industry, ideally with an investment / asset management background
- Strong knowledge of the Private and Public markets as well as sound financial product knowledge including equities and bonds
- Has a commercial mindset, being confident communicating and presenting to clients. Has excellent credibility with investment managers and clients at all levels
- Is solutions-focused with a positive can-do attitude
- Has excellent analytical and organisations skills and the ability to manage multiple complex projects involving internal and external stakeholders
- Strong collaborative skills and the ability to work in small teams within a matrix environment
- Demonstrable sound judgement to plan and accomplish goals

Desirable skills, knowledge and experience

- Good understanding of LGPS, the pension market and the challenges being faced
- Good knowledge and experience of using Salesforce

Note: This job description will be reviewed annually in line with the Fitness & Propriety assessment. This job description is aimed to be illustrative and is not exhaustive of all the duties and responsibilities which could be contained within this position.