ROLE: Client Relationship Manager
SALARY: £50K+ dependent upon experience
Date: July 2020

| Role | Need to do | Need to know | Values and Behaviours |
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| **Role Purpose:**<br>• Based in Wolverhampton, the successful candidate will work within the Client Services & Stakeholder Relations Team and report to the Head of Client Services & Stakeholder Relations.<br>• The Client Relationship Manager is expected to provide a critical role in supporting The Head of Client Services & Stakeholder Relations by engaging with all our Partner Funds in order to build strong working relationships and provide day-to-day Client support.<br>• The Client Relationship Manager will also be expected to work closely with the Communications Manager to ensure that external Client communications are delivered in a timely and accurate manner.<br>• The Client Relationship Manager will be required to gain certification from the Company in respect of their client dealing function, as required by the FCA.<br><br>**Reports to:**<br>• Head of Client Services & Stakeholder Relations<br><br>**Relationships Internal:**<br>• All Heads of Service, and other LGPSC staff | • Provide excellent levels of Client service and support<br>• Ensure that all Client queries and requests are addressed in a full and timely manner<br>• Have regard for LGPS Central's core values and behaviours<br>• Work closely in collaboration with the Communications Manager<br>• To attend regular 1-2-1 meetings with Partner Funds<br>• To attend regular meetings organised by the Pool collectively.<br>• Ensure continuous engagement with Partner funds in order to fully understand their investment needs.<br>• Provide active input into the development and launch of new funds | **Skills/Knowledge/Experience/Competence:**<br>• Experience of pensions, investments and financial markets is essential<br>• Experience of working with multiple stakeholders<br>• Experience of working with Local Government Pension funds is highly desirable.<br>• First class interpersonal, collaborative and communication and presentation skills.<br>• Must be articulate, presentable and confident<br>• Must be a proficient user of PowerPoint, Excel, and be familiar with CRM systems<br><br>**Qualifications**<br>• Qualified to degree level is a minimum requirement. A Post-Graduate or professional qualification is preferred. | **Values:**<br>• Integrity<br>• Service Delivery<br>• Supportive<br>• Togetherness<br>• Outward Focus<br><br>**Behaviours:**<br>• "Customer First" attitude<br>• Open, fair and transparent<br>• Honest and trustworthy<br>• Empowered in making right decisions<br>• Accountability for results and delivery |

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| **Relationships External**<br>• Pension Officers, S151 Officers, Investment Advisers, Stakeholders, External Fund Managers and 3rd Party Providers | | | |

LGPS Central Limited provides an exciting, supportive and family-friendly working environment, and we are committed to helping our people achieve their full potential and a healthy work-life balance. We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.