

Senior Relationship Manager

Company Overview

Alpha Development is an international financial services training firm whose clients are the world's most highly regarded investment banks, insurance firms, private banks and asset managers. With offices in the UK, Singapore, Poland and the US, we offer global coverage and have trained in more than 20 countries.

Purpose

Alpha is currently expanding its North America business from our base in London and this role will be a central part of the growing business development team. The Senior Relationship Manager will be responsible for delivering high quality client service, managing key relationships, increasing sales and achieving new client growth targets.

Key Accountabilities & Responsibilities

- Proactively develop client relationships, anticipate and provide solutions to client needs and prioritise client satisfaction.
- Meet or exceed agreed performance targets and objectives, particularly those relating to new client acquisition, product sales and client growth targets.
- Own all aspects of sales and account management* for Tier 1 ("key") and Tier 2 clients, including lead generation, follow ups, face-to-face meetings, written proposals & RFPs, and new business pitches.
- Conduct periodic reviews to ensure clients are satisfied with the services provided.
- Achieve client relationship targets and KPI's as set by the Commercial Director.
- Manage and forecast sales pipelines effectively.
- Assist the creation and improvement of our marketing offering, in partnership with the Marketing Manager.
- Work with Product heads to deliver solutions, services and products that are appropriate to client needs and improve client engagement.
- Work in partnership with colleagues across Alpha to improve connectivity, deliver exceptional standards and quality of service across all interactions with clients or other professionals.
- Work effectively with Alpha's broader network of delivery partners.

Experience, Knowledge and Skills Required

- Proven ability to **identify and meet client needs** through a range of products and services.
- A **track record** of selling effectively with the ability to pitch business proposals and persuade and influence at a senior level.
- Ability to **differentiate from the competition** through the delivery of a responsive and proactive approach to relationship management.
- **Engage** with clients at a **strategic and transactional level**.
- **Highly effective communication skills**, able to engage, build trust and present complicated information and ideas concisely.
- **Proven analytical ability**, with experience in selling services and/or solutions to financial institutions, professional services, or recruitment.
- **Strong business acumen and commercial awareness** including economic, cultural, and procedural issues.
- **Excellent interpersonal skills** and ability to network and build relationships across clients, colleagues, and key stakeholders.
- Established record in **delivery of customised/ flexible solutions** appropriate to client needs.
- **Entrepreneurial and innovative self-starter** with minimal direct supervision while working well within a team environment and adhering to Alpha's standards.
- **Strong problem solving skills**.
- **Work effectively in a fast-paced environment** managing work flow across different lines of businesses/departments.
- **Strong understanding of MS Office** (Excel, Word, PowerPoint). Experience with CRM/ERP systems.
- Ability to develop a thorough knowledge of all product areas. **Love to learn!**

Other Information

Department / Location: Sales / The role will be based in our office in Cheapside, London EC2.

Contract Type: Permanent

Reports To: Commercial Director

Key Contacts:

Internal	External
<ul style="list-style-type: none">• Regional Sales Teams• Programme Management• Faculty• Marketing• Finance	Decision Makers in Corporate Learning, Organisational Development and Human Resources. Including; <ul style="list-style-type: none">• HR Managers• L&D Managers• Heads of Business Functions

Travel: The role will require regular travel to North America (mainly the US) to attend client meetings and presentations.

Holidays: 28 days per annum.

Staff Benefits: Includes, Season ticket loan, Gym membership contribution, Cycle to work scheme, Childcare vouchers, and Private medical care – after one year of service.

IF YOU ARE INTERESTED IN THE ROLE EMAIL A PERSONAL STATEMENT AND CV TO
RECRUITMENT@ALPHADEVELOPMENT.COM