

Team Leader - Key Account Managers

We are looking to recruit a Key Account Team Leader within our Bristol office to ensure the smooth running of the Key Account Manager sub team, ensuring SLAs are met and quality is maintained across the department.

As a Team Leader, you will be required to effectively prioritise actions and monitor team resources to ensure that client deadlines are met. This would be alongside developing staff, conducting performance appraisals for the team, identifying weaknesses and delivering training/coaching and mentoring in areas which may require improvement.

The position and duties will include;

- Overall responsibility for Key Account Managers and Senior Key Account Managers, at all times maintaining confidentiality and demonstrating discretion.
- Escalation point for all technical issues and any queries raised in team.
- Attending clients meetings as and when required and leading these interactions. Acting always as an ambassador for the Company.
- Building good relationships with clients and business introducers.
- Where relevant and appropriate, informing senior management team of specific matters or issues within the department and or risks which could potentially impact on clients or investments.
- Ensuring teams adhere to client deadlines, all internally agreed key performance indicators, service standards and regulatory reporting requirements are met.
- To trouble shoot areas of poor performance and identify effective solutions to resolve issues in the short and long term.
- To manage EOD and Formal Complaint cases escalated in team, deferring to department head where necessary and liaising with firms Compliance department.
- Utilising feedback and lessons learnt from such cases to proactively manage the training and development of the team. Manage the review of relevant procedures, liaising with departmental Team Leaders as appropriate.
- Continuously monitoring processes ensure periodic review to ensure they are of high quality and objectives and policies of the Company are consistently met.
- Supports the Department Head to proactively identify, record, mitigate and escalate identified risk in conformance with company processes and procedures.
- To fulfil any other reasonable requirement of the department or Curtis Banks Ltd.

Person Specification:

The candidate must have previous line management experience. The candidate must also demonstrate good interpersonal communication skills and working knowledge of industry standard software e.g. Microsoft word, excel, outlook etc. They should have the passion for excellence and willingness to drive a process of continual improvement.

A full job description is available on request.

This is a full time vacancy

Office hours are: 9.00am - 5.30pm Monday to Thursday & 9.00am - 5.00pm Friday (37 hours)

Start date: Immediately

Duration: Permanent

Location: Bristol

All candidates will be asked to confirm their eligibility to work in the UK at interview stage and to provide evidence of it on appointment. Please note that successful candidates will be subject to a criminal records and personal credit check.

How to apply: Please send your CV, along with a brief covering email to – HR@curtisbanks.co.uk