Are you feeling frustrated and confused with the constant change in senior management, organisational structure, strategy and conflicts of interest at your present workplace?

Unlock your outstanding client relationship talent for the benefit of your clients and yourself in creating a partnership with one of the world's leading Independent Asset & Wealth Managers at Raffles Family Office.

Team Manager / Relationship Director

Key Roles and Responsibilities

- Manage and anticipate client requirements with a focus towards managing the existing base as well as increase cross product holding per client.
- Build, understand and sustain relationships with the client's circle of influence (e.g. a parent, mentor, advisor or other family member).
- Consistent and frequent communication with client providing complete, concise portfolio valuations and guidance.
- Serve as a problem-solver for the client, helping them identify investment criteria, recognize and handle concerns that arise as consultation moves closer to decision.
- Provide ongoing portfolio supervision, with a continuous focus towards helping the client adapt to changes in personal circumstances and the financial environment.
- Retain existing high value clients by growth of wallet with the bank through relationship management activities.
- Resolve client queries without further escalation.
- Effectively convert service recovery to sales opportunities and sustained client loyalty.
- You will be dedicated for key markets or customers from specific corridors, with respective country connection, internal networking, language skills, community and compliance familiarity.

- Where needed and appropriate, you will conduct cross border travel for client relationship building in accordance to Cross Border Policy and respective country guidelines.
- Ensure meeting clients requirements while ensuring compliance with all regulations and controls as set by the Bank and external regulatory authorities by all staff.
- As a TM/RD, you must be strong at people development and building a solid team.
- Responsible for the team's P&L.

Qualifications and Skills

- Tertiary / university education with major in business focus.
- You are expected to possess extensive customer contacts that qualifies for the Private Banking Segment.
- Superior knowledge of investment products and financial markets.
- Make effective business decisions independently, based on sound financial and business principles.
- Competent in collaborating with product specialists to recommend product suite offerings for clients.
- Effective understanding of client requirements and manage it without escalation.
- Strong interpersonal and communication skills with ability to deal with people of all levels.
- A team player with good initiatives and assertiveness.
- A self-motivator who is keen on upgrading and improving personal knowledge & skills to meet evolving job requirements.
- Good understanding of cross border products, services, policies and investment environments.
- Passes in the HKSI Licensing Examination Paper 1, 7 & 8 and Insurance Intermediaries Qualifying Examination 1, 2, 3 & 5, or equivalent.
- Banking experience in serving Chinese nationalities in China a definite plus.
- At least 10 years of experience in Private Banking / Private Wealth Front Office segment.
- <u>Existing portfolio of USD200m plus</u>.