

Job Specification

Job Title: Senior Client Relations Manager

Reports to: Head of Client Relations

Purpose of the job: To develop and manage the delivery of a high quality pension service to the sponsoring employers and employer committees of TPT's pension schemes, and new trustee clients to TPT.

Direct Reports: As agreed.

Areas of Responsibility:

1. To develop and take ownership of TPT's vision, business plan and values, and to be totally committed to these.
2. To be responsible for pro-actively managing and co-ordinating the delivery of all aspects of TPT's service to allocated sponsoring employers, Employer Committees and new trustees of TPT schemes, providing effective relationship management.
3. To support new business opportunities as required and lead on managing and co-ordinating the on-boarding and delivery of a comprehensive client relationship service to new TPT employers and trustee clients.
4. To support the Head of Client Relations in leading the Client Relations Team and managing Client Relations Managers and Assistant Managers, as required.
5. To direct and co-ordinate employer, Employer Committee and trustee projects for TPT, including areas of scheme growth and development.
6. To actively promote and act as a source of expertise to employers and trustees on technical and current issues and to co-ordinate the development of Client Relations Managers at TPT in relation to these issues.
7. To develop and implement improvements to TPT's service to employers, Employer Committees and trustees arising from TPT's customer satisfaction programme and customer feedback.

8. Produce high quality employer announcements, booklets, presentations and other communications, as appropriate to the needs of the scheme.
9. Produce high quality reporting material including business plans, governance papers, current issues papers and consultant reports, to ensure governance standards for employers, Employer Committees and trustees are met.
10. To maintain profitability and identify additional revenue opportunities on allocated sponsoring employers, Employer Committees and trustee clients.
11. To take responsibility for effective risk controls, to ensure all services are delivered in accordance with policies and the governance framework.
12. To perform all duties in line with TPT's Information Security policy.
13. To comply with the Data Protection Policy when dealing with personal data in the course of employment including personal data relating to any employee, customer, client, supplier or agent of the Company.
14. To represent and act as an ambassador of TPT at all times.

Performance & Engagement Factors	Essential	Desirable
Job & Technical Factors	<ul style="list-style-type: none"> • 5 years pensions' client relationship experience • Knowledge of TPT's schemes, products and services • Strong understanding of legislative issues affecting pension schemes • Understanding of actuarial/investment principles • Excellent presentational skills. 	<ul style="list-style-type: none"> • Professional qualification in pensions • Actuarial experience desirable but not essential • Experience of multi-employer DB arrangements • Knowledge of the charitable and not for profit sector • Strong understanding of specific legislative issues affecting TPT's pension schemes.
Engaged Behaviour	<ul style="list-style-type: none"> • Demonstrates behaviour and commitment in line with TPT's values and to the goals of the team • Demonstrates initiative to develop processes within the Client Relations Team. • Demonstrates initiative to develop team members and self in all technical areas. • Maintains positive relationships with internal and external stakeholders. 	<ul style="list-style-type: none"> • Full understanding of TPT's Business Plan.
Values	<p>Acts in line with the values:</p> <ul style="list-style-type: none"> • Inclusive • Integrity • Innovative • Customer focused • Cost effective • Committed 	
Systems and Processes	<ul style="list-style-type: none"> • Effective management of scheme level processes • Very strong time management skills • Highly risk and safety aware. 	<ul style="list-style-type: none"> • A desire to improve upon current processes. • Experience of project management. • Awareness of TPT's financial processes.

Customer Care	<ul style="list-style-type: none"> Behaves in a highly customer focused way, at all times, in respect of internal and external customers and suppliers Strong awareness of client issues and requirements Awareness of image of self and team both internally and externally. 	
Performance Factors	<ul style="list-style-type: none"> Able to provide high quality, accurate work first time, every time. Highly professional Very strong work prioritisation and time management skills. 	
People Manager	<ul style="list-style-type: none"> Able to motivate team members to achieve TPT's goals. Positive attitude to their role, team and organisation A good ambassador for the team internally and externally Supports and motivates individuals, makes team feel valued Delegates, identifies and agrees tasks, measures output and follows up Can help and enable team with challenges Communicates effectively to and on behalf of the team, questions and actively listens to team. 	<ul style="list-style-type: none"> Experience of coaching others Able to devise and implement effective team targets Effectively conducts one to ones each month and follows up agreed actions Trains and develops the team, coaches and mentors.