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CLIENT INTEGRATION MANAGER PERES

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Company: Blackridge Group

Location: Luxembourg

Category: business-and-financial-operations

CLIENT INTEGRATION MANAGER PERES The Client Integration (CI) team are key client facing contacts supporting clients from onboarding, through to business growth, product extension and client off boarding Helping drive overall client satisfaction, interoperability and growth in profitability Client Integration team partners with clients and internal stakeholders and is responsible for new client on-boarding, existing client fund launches, mergers, liquidation and off-boarding. The Client Integration manager will translate clients requirements into executable solutions, working with partners in Product, Operation, Coverage, Tax , DD and directly with Clients, AIFM, Notary, External Lawyers etc... The Client Integration manager has a deep understanding of PERES products and services, design and development principles, traditional and agile delivery, ensuring solutions are designed to add commercial value Primary responsibilities : Lead by example, embrace change, be honest speak up, build strong & enduring partnerships across the business Represent Client Integration function in front of all local stakeholders Present Client Integration roles & responsibilities at client prospect pitches Managing onboarding by clients geography / business type / hybrid models - Managing Migrations In / Restructuring/ Liquidation / Migration Out * Execute with Onboarding Management Framework * Defining onboarding scope, designing and implementing agreed service, in charge of coordination in between departments related to the onboarding. Define and Agree Business Transition Documents, Detailed Operating Model documents/Operating Memos & SLAsas required Organizing liquidations and migration out, with supervision and linkage in between sales, legal, invoicing and ops, to ensure proper closure in the systems. New Business Tracker,

PERES Database, other business databases handling/updating/redesign as required Be highly knowledgeable in the various IS products and utilize cross selling opportunities during the onboarding process Assess the scale and complexity of the project and propose the appropriate operating model based on the outcome of this assessment Actively participate in the continuous improvement of the on-boarding process by proposing concrete and pragmatic solutions and leading, as necessary, post implementation reviews. Ensure any potential depositary risks identified during the onboarding process are addressed and remediated without depositary team. Managing risk and operating within the IS risk framework is a key part of the mandate: * Operational risks to be considered delivery risk, product risk, IT risk, people risk, processing & execution risk * Reputational risk if we fail to deliver client change or onboarding on time and within budget * Legal & Regulatory risk if the change negatively impacts company business model Experience and skills : ESSENTIAL : Strong leadership, relationship management, communications and partnership development capabilities and skills Creative, proactive, passionate with exceptional problem solving skills and attention to details Highly organized, self-motivated and entrepreneurial with willingness to take initiative and drive to deliver outstanding client service in a timely manner Ability to thrive in a fast-paced, independent, high-pressure, corporate environment Ability to embrace organizational changes Proficient in MS Office and business software Pay due regard to the interests of customers and treat them fairly Experienced Onboarding practitioner with structured analysis/process techniques, conflict resolution and presentation skills. Good communication skills in both English and French DESIRABLE : Outstanding technical writing and verbal communications expertise Ability to absorb and analyse complex information and data, understand relevance, synthesize and summarize If you are interested in this opportunity, please contact us at talent.acquisition@blackridgegroup.com or by phone at +352 20 61 04.

5+ years

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