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FUTUREGROWTH
/ ASSET MANAGEMENT

Futuregrowth has a vacancy for a Business Development Executive: Focusing on Existing clients

Preference will be given to suitably qualified previously disadvantaged candidates who add to the diversity of the company at all levels, and to permanent staff who apply for the position.

Purpose:

To develop and implement the business development distribution strategy with a focus on existing clients. To represent and enhance confidence in the Futuregrowth brand through building strong client and stakeholder relationships and networks which will result in increased AUM. This will entail mobilising teams across the business to meet client needs; influencing product development, identifying and converting client and market needs into business opportunities for the organisation.

Key result areas:

Formulate and implement strategies for a portfolio of existing clients that includes:

- Developing strategic plans to retain and grow a portfolio of existing institutional clients.
- Regular investment report backs and presentations to Boards of Trustees and Investment Committees of Funds.
- Demonstrate an understanding of client journey, industry, environment, investment complexity & strategy to identify mutually beneficial solutions for clients and Futuregrowth.
- A proactive approach to the development of effective solutions and consultative sales processes to ensure that clients' needs are accurately met.
- Evaluation and identifying of growth opportunities as a result of changes in client investment strategies.
- Market analysis, evaluation and identifying growth opportunities as a result of changes in the markets.
- Competitor analysis and organisation (Futuregrowth) positioning.
- Management of key Stakeholder relationships.
- Mobilise the relevant teams in the organisation to achieve Net Client Cash Flow (NCCF) targets.
- Fee negotiations with consultants and clients and ensuring commerciality of the FG business.
- Facilitate the development and maintenance of a sustainable new business pipeline from existing clients.

Manage and oversee a client retention and growth strategy:

- Manage business at risk by facilitating plans and activities to retain and convert business to build loyalty.
- Investigate and understand client challenges and articulate courses of action to a variety of stakeholders across different functional areas to solve and assist with.
- Develop a client centric communication plan, providing regular client feedback.
- Facilitate problem solution across organisational boundaries.
- Deal with client queries or complaints and resolves issues to completion.
- Monitoring consultant and client satisfaction with existing clients to ensure service delivery and client retention.
- Ensuring the Client Relationship Management (CRM) system is being used effectively and provides a competitive advantage.

Relationship Management:

- Relationship marketing, client engagement and brand building.
- Develop tactical strategies to grow strong and enduring relationships with existing clients.
- Use educational opportunities optimally in order to strengthen relationships with clients.
- Give direction regarding client event strategies, hosting events, and networking to grow new business from existing clients.
- Promote the Futuregrowth brand and image by networking with key industry stakeholders.
- Working closely with the marketing team to devise marketing materials and tools to support new business activities.

Technical & professional knowledge and experience

- BCom degree or equivalent
- CFA will be an advantage
- Extensive experience in a financial services (experience in an asset management environment is preferable)
- A good understanding of or experience in the environment of financial planning, investment consulting, employee benefits consulting and multi-management.
- A good understanding of and experience in unlisted and alternative assets such as private equity, corporate credit, direct property and renewable assets
- Experience in client relationship management, marketing, client services
- At least ten (10) years experience in the financial services industry, preferably asset management

Competencies

- Ability to work collaboratively
- Strategic thinking and planning
- Tolerance for ambiguity
- Analytical thinking
- Deciding and initiating action
- Fostering collaboration and teamwork
- Gaining commitment (persuading, negotiating and mobilising others)
- Building and maintaining relationships
- Valuing diversity and difference
- Innovative thinking
- Client centric
- Communicating effectively:
  - Gaining commitment (persuading and negotiating)
  - Effective written, verbal and presentation skills
- Demonstrating ethics and integrity
- Displaying drive and purpose
- Stress tolerance
- Resilience and adaptability
- Working across teams
- Good planning and organising skills