



UKUKHULA PEOPLE RECRUITMENT AGENCY

INFINITE GROWTH

PO BOX 1646, FOURWAYS, 2055 | Telephone: 082-558 2879 or 082-303 3716 | Fax: 086-608 2879

TITLE	Learning Client Relationship Manager
REPORTS TO:	MD, Middle East & Head Professional Skills
BASED AT:	Dubai
REMUNERATION:	US\$ 90 000 - US\$100 000 per annum (tax free)

RESPONSIBILITIES

- High class practical delivery of financial markets training, for the Middle East and Africa
- Opportunity to travel and work with clients across London, New York and Asia training centres
- To ensure a full understanding of the subject matter of the course, the delegates attending and the supporting training material as published
- To assist with the preparation of training materials
- To support the continued development of online modules
- To work with the Publications team for online modules, simulations and case studies
- Development of solutions, learning proposals and advisory relationships
- Business development
- Position solutions and services into clients in the Middle East region
- Develop client proposals and present solutions, identify individual client needs and industry trends to assist in product and service development priorities
- Support the MD of ME office

REQUIRED SKILLS/KNOWLEDGE/EXPERIENCE:

Technical Skills:

- Strong interpersonal, planning and preparation skills
- Financial markets industry experience, example Investment, Markets or Corporate banking
- Previous presentation experience, e.g. formal classroom delivery, internal or client presentations, pitches
- Professional qualification preferable, example CFA, FRM, Accountancy or Law
- Skilled instructional design approach demonstrated through creative and commercial solution design including Good Microsoft PowerPoint, Word and Excel skills

Relationship Capability:

- Highly professional, positive attitude with a strong advisory and consulting skills
- Dedicates time to developing business with existing customers
- Diligent, conscientious and works well in a team willing to support colleagues globally
- Receptive to feedback and challenges
- Enjoys educating people



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Market Knowledge:

- Core financial markets knowledge across main asset classes and derivatives
- Specialism in Investment banking, Markets or Corporate banking
- Understanding of market economics, regulatory issues and financial industry

PERFORMANCE METRICS:

- Building and delivering highly engaging and practical classroom programs, evidenced
- by repeat and referral business
- Excellent presentation skills evidenced by delegate and client feedback
- High IQ in subject matter, evidenced by new innovative learning solutions
- Number of training delivery days per annum, MEA and globally
- Material project timetable management and faculty support provided

KEY CONTACTS:

Internal contacts:

- MD Middle East & Africa
- Trainer faculty
- Divisional Heads
- Learning Client Relationship Managers

External contacts:

- Referrals from the FS industry
- Delegates from the financial services industry
- HR Departments
- Line Managers

REMUNERATION

- US\$ 90 000 - US\$100 000 per annum (tax free)
- Relocation costs
- Performance Bonus