



Customer Manager

About us

Downing is an entrepreneurial investment manager based in the City of London. Our passion is finding and funding great entrepreneurs, helping them grow their businesses in the real economy. Our ability to adapt and innovate to create investment products for our customers is key to our growth and success.

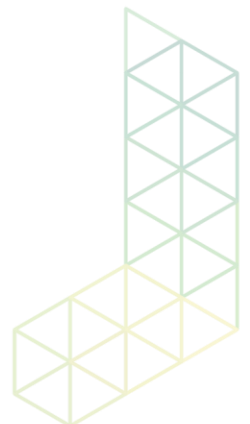
Downing has developed into a large and prosperous company with a fast-moving meritocratic and entrepreneurial culture. Our [core values](#) are vital to everything we do – from the business we invest in to the people we hire.

Role and key responsibilities

We are looking for a passionate, empathetic and confident individual to join our customer department.

You will report to the Customer Service Director and be responsible for managing our newly formed Customer Service team. Your responsibilities will include:

- Help build our new Customer team, ensuring exceptional customer service is part of our DNA
- Managing day to day activities via CRM, producing and analysing team MI
- Regular 121s, coaching and observations
- Monitor and develop service training and procedures
- Support the Customer Service Director by ensuring all department procedures are documented and up to date
- Project involvement, working with tech to automate the day to day and continually improve the customer experience





The ideal candidate will be able to demonstrate the following:

- Strong leader with proven customer services and client management skills
- Ability to lead the team through new ways of working as well as cultural change in order to deliver world class service
- Experience of risk & compliance, MiFID II and GDPR
- High degree of empathy and first-class communication skills, ability to inspire both the team and our customers

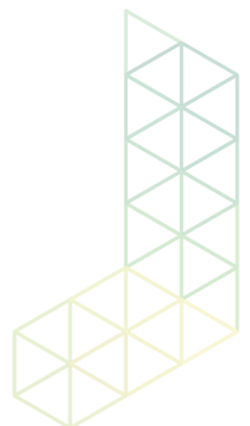
Personal profile

- **Team player** – have fun! We do our best to cultivate an open, honest, hard-working but fun culture at Downing.
- **Eloquent** – you can explain complex things in simple, relevant terms and in good English.
- **Customer oriented** - you are approachable, friendly and professional whilst working diligently. Nothing is too much trouble.
- **Passionate about what you do** - you are always happy to roll up your sleeves.
- **Assertive and focus on execution** – you make things happen.
- **Creative** – you think outside the box. Everything can be improved and we want someone who is confident putting forward new ideas.

Pay / benefits

For the successful candidate, we will put together an attractive reward package that will include:

- Competitive salary dependent on experience and qualifications
- Discretionary bonus
- Pension scheme
- Health insurance
- Life assurance
- Income Protection
- Death in service
- Additional social perks





Additional information

- Reports to Customer Service Director
- Full-time working from London City office
- All candidates must be eligible to work in the UK or have a working visa

To apply please send your CV to recruitment@downing.co.uk and include your salary expectations and notice period. Please note, we are committed to sourcing candidates directly and as such we do not accept speculative CVs from agencies.

We endeavour to reply to all individual applicants and will provide feedback for any candidates that reach the interview stage.

To understand what information we collect about you, how we will use it and for what purpose, please read our [privacy notice](#).

