

Implementation Manager – UK

London, United Kingdom
Permanent, Full-time

As **Implementation Manager**, you will be an active member of Praemium's Implementation team. You will work closely with our Sales Managers and Adviser Support Team to support our clients in implementing Praemium's award-winning financial advice software.

The ideal candidate must possess a willingness and ability to learn the in-house software systems and be able to create and structure on-boarding and training plans in a clear and effective way to clients. The key to the role is to offer guided support to help new and existing clients achieve the best experience and usage from Praemium's technology.

Working with our investment management platform, you will also gain invaluable global knowledge in technology and financial services. We offer a fantastic working environment and a unique opportunity for team members to broaden their knowledge, improve their skills and further their career.

Key Responsibilities and Accountabilities

- » New client onboarding – support our clients in the early adoption phase of Praemium's solutions to ensure they have a positive and successful experience of Praemium's technology. In doing so, identify challenges, problem solve and create a suitable transition roadmap for the client.
- » Transitions – support our clients and internal teams (via development and education) to transition existing business from other software to Praemium.
- » Data migration – support our clients in migrating their data from legacy software providers to Praemium's software.
- » Training and education of clients – provide high-quality training & education (both initial and ongoing) to ensure client back-office teams have a superior understanding of the systems and the efficiencies that can be gained. Proactively identify and action opportunities in order to further enhance use of the system. These sessions will be delivered either face-to-face, or remotely using web-based tools.
- » Back-office engagement – build deep understanding relationships with client back-office teams to not only understand the temperature and rhythm of the practice, but also how they use the Praemium system/products. Identify opportunities to promote Praemium's range of solutions to increase usage by our clients and provide insights back to Praemium about our clients.
- » CRM management – ensure the data on our clients is up to date allowing for easy engagement and a centralised overview of our clients.
- » Project management – track new implementations to ensure timely execution through to BAU, alongside working with internal project managers/development staff to test and execute new releases.

Experience, qualifications and attributes

- » Managed Accounts knowledge would be highly regarded
- » Experience with Microsoft Dynamics 365 would be highly regarded
- » An understanding of the financial advice process
- » Experience in, and understanding of, investment platforms and products and financial planning software
- » Proven successful client relationship management skills
- » A motivated self-starter with service experience

Praemium International Limited

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Company registration No.107624. Regulated by the Jersey Financial Services Commission.
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- » Project management skills and a continuous improvement mind-set
- » An ability to communicate effectively (verbal and written) to a range of stakeholders and build trusted relationships which benefit the client and the business as a whole
- » Ability to multitask, whilst also handling ambiguity in resilient and able to handle multiple implementations concurrently & prioritise
- » Detail orientated and precise
- » An understanding of our industry, including the competitive and regulatory landscape
- » Have proven record of ability to negotiate resolutions to complex issues and define project scope
- » Excellent presentation skills, with exceptional verbal and written communication skills
- » Comfortable working in an agile environment, adopting a consultative and cooperative approach to your work.

About Praemium:

Established in Australia in 2001, Praemium has grown to be a market-leading provider of investment platforms, investment management, portfolio administration and CRM solutions with offices in London, Coventry, Jersey, Australia, Armenia, Dubai, Shenzhen and Hong Kong.

The world's leading financial advisers, trustees, investment managers, institutions, accountants, family offices and product providers use Praemium to manage or administer over £63 billion worth of investment globally across more than 475,000 accounts.

What we offer:

We believe what makes us unique and a very attractive organisation to work for, in addition to the financial reward and benefits, is a combination of:

- » Our organisation and our global scale;
- » Our platform, our products, our clients and our leadership;
- » The framework and initiatives we've put in place to support your personal growth and continuous learning opportunities;
- » The work we do, and we love doing!
- » Our relationship with our peers, the trust and respect we have for each other;
- » Our diversity, inclusiveness and the opportunity to bring your whole self to work.

How to Apply:

To find out more about the role or to apply, please email your CV and a cover letter to dylan.navra@praemium.com and roo.janda@praemium.com

Note that Praemium is an equal opportunities employer and does not discriminate based on race, religion, gender, age, sexuality, gender identification, or physical ability. We can only accept applications from candidates with 5 years residency on the Island. All successful candidates will be required to undertake a police check post appointment. By applying for this job you accept the terms and conditions of Praemium's Privacy Notice which can be found at praemium.com/int/