



# TRADING HUB

## Client Relationship Manager

### About TradingHub

TradingHub is a rapidly expanding Financial Services Technology (FinTech) company. Recently the firm was given an award in recognition for our contribution to trade and investment by the Department for International Trade and the UK Board of Trade.

We build cutting edge, AI assisted, trade analysis software for our clients which consist of banks, hedge funds, asset managers, and other financial services institutions. Our products are used by these organisations to detect financial crime and enhance business performance based on client's day to day trading data. These products include:

- Best execution analysis
- Trader performance profiling and enhancement
- Insider trading and market abuse detection
- Rogue trader detection

Our products are market leading in each category:

- Advanced analytics and machine learning algorithms allow us to perform statistically rigorous analysis on all asset classes in a unique way.
- We use in house programming languages, optimised for fast and complex analysis of large trade volumes.
- All our tools have an intuitive user interface (built using in house programming languages) that make it very easy for our clients to access our analysis.

We view ourselves as a disruptive FinTech company that is nimble enough to move fast, innovate quickly and provide a premium level of client service and support.

### CRM Job Description

- Managing day to day relationship and acting as key point of contact for escalation purposes
- Performing quarterly reviews with clients, obtaining feedback and addressing any outstanding issues
- Ensuring clients are kept up to date on product enhancements
- Gaining feedback on the product and identifying trends, communicating this internally to development and managing client expectations on ETAs
- Training clients on the system(acting as a MAST product expert)
- Building relationships and acting as primary contact with senior clients on the buy side and sell side(also includes finding contacts in other departments). E.g. CRM's main contact will be the head or global head of compliance teams as opposed to technical contacts...
- Cross selling additional products and asset classes to existing clients
- Additional contact during implementation phases and overseeing key deadlines.
- Reviewing cross selling pipelines and renewal dates (Account management)
- Hosting events for clients- working closely with TradingHub senior management on this

## **Requirements**

- Demonstrable experience in a client-facing role within the banking/financial sectors
- Excellent problem solving ability
- The ability to explain complex topics in a non-complex manner
- Proactive and passionate approach
- French or German Speaking is essential

Salary is reflective of experience and is competitive.

If this is of interest to you please send a covering letter and a cv to [careers@tradinghub.com](mailto:careers@tradinghub.com).

TradingHub is committed to providing equal opportunities and supporting diversity in employment.  
Diverse teams really are the best teams.