

**CEM BENCHMARKING UK LTD
CLIENT SERVICE DIRECTOR**

This is an opportunity for a talented and ambitious investment / pensions professional to work with a niche and globally respected company unlike any other in the pension world.

You will manage a portfolio of CEM's pension fund clients, delivering high quality analysis and comparisons focused on the client's costs and performance. You will help each client to understand how it compares with others, why it compares as it does and you will share insights to support better decision making.

ABOUT CEM BENCHMARKING

CEM is a global benchmarking company headquartered in Toronto, Canada, with team members located in the UK and US. We work with over 500 pension funds, sovereign wealth funds and other institutional investors. They constitute an impressive list of blue-chip organisations that manage more than £5 trillion in assets. Half of the world's top pension funds use CEM's services.

We are the world leader in assessing value for money in pension scheme management, including investments and pension administration. We are not consultants and have no vested interest in the 'downstream' outcomes of our work. We collect standardised data from clients and then produce a comparative analysis that helps each client to:

- Understand its costs and the relationship between its costs and performance.
- Demonstrate oversight on costs for external stakeholders.
- Obtain data that supports better decision making.
- Gain insights into the world's top funds – how they are organised and what they do.
- Support requests to invest in people or resources.

CEM has a truly unique and differentiated proposition in an increasingly important market sector. No other organisation has access to data from such a wide-range of large funds. Being unique doesn't stop there, however, we employ talented people, allow them to work flexibly and encourage them to innovate and take responsibility in areas like new business, product development and research.

ABOUT THE ROLE

CEM's business is growing quickly, creating an opportunity for an outstanding individual to support existing clients and drive further growth, particularly in the UK.

Most of our UK clients are large defined benefit pension schemes in the public and private sector. You will need to build strong relationships with these clients and add value to them by bringing



their benchmarking results to life, and by sharing insights into how other funds are organised and make decisions.

You will be required to support business development initiatives. This will include the identification of potential clients and attending meetings with them to outline CEM's proposition. It will also include selling other CEM products and services to existing clients.

You will be expected to travel extensively throughout the UK and also internationally. International travel may be limited at first, but the expansion of our global proposition means that there will be opportunities to work with some of the world's top funds.

The person we appoint will be expected to work flexibly, establishing a home office, and taking responsibility for their activity and contribution.

The appointed individual will:

- Establish and build relationships at a senior level with clients, potential clients and across the industry.
- Support clients in the acquisition of data.
- Present annual benchmarking reports to senior management and/or boards.
- Present research material and share best practices with clients.
- Present at client workshops or conferences.
- Assist in building CEM's profile within relevant industry associations and at conferences / events.
- Contribute to new product development and research projects.

SKILLS & REQUIREMENTS

The role would possibly suit an investment professional (or pension consultant with a strong understanding of investment issues) looking for a fresh challenge in a new and rewarding area, working with some of the world's top funds.

- Minimum 5 years' experience in the pensions industry.
- Excellent interpersonal skills are a must: initiative, persistence, action-orientation, listening, tact, client orientation and empathy.
- Should demonstrate an understanding of the cost structure of pension funds.
- Outstanding verbal and written communications skills required.
- Strong analytic and computer skills are a plus.
- Willingness to travel throughout the UK and internationally.
- Must enjoy working autonomously and flexibly.
- Educated to degree level as a minimum with post graduate degree or professional designation desirable, e.g. MBA, CA, PMI.
- CFA designation is desirable.
- Foreign languages are desirable.



PERSONAL ATTRIBUTES

This could be the right job for you if you enjoy:

- Meeting people and building relationships.
- Working in a small company where you can make a difference.
- Knowing your contributions are appreciated and that your progress is directly related to your contribution.
- Working flexibly and autonomously.
- Participating in headline-making issues, and
- Travelling.

For more details please contact:

John Simmonds | Principal | CEM Benchmarking

PO Box 534 | Tunbridge Wells | TN2 9TG | UK

☎ +44 (0) 1732 789604 (office) | ☎ +44 (0) 7880 656099 (mobile) | ✉ johns@cembenchmarking.com

🌐 www.cembenchmarking.com

