

## **Job Specification – Lifestyle Manager**

### **Salamanca Group**

Salamanca Group is a privately owned, Merchant Banking and Operational Risk Management business. The Group has a global presence with a focus on growth markets and complex jurisdictions. We have a strong culture of achievement, a strong client-focus and a strong team spirit. The Group has a distinct and compelling proposition by combining investment, advisory and trust services with operational risk and project delivery expertise. This combination of traditional Merchant Banking practices and values with Operational Risk Management expertise provides us with the ideal platform to truly add value and help our clients meet today's challenges and opportunities. The Group currently has 8 business units which work in synergy to grow capital, enable business and protect assets, helping our clients achieve their personal and financial goals.

### **Our Vision**

Our Vision is to build Salamanca Group into a class leading brand in the form of a fully integrated Risk, Advisory and Investment business synonymous with traditional merchant banking values and a considered, intelligent approach to addressing individual and corporate risks.

People will aspire to be associated with our business which will be underpinned by long term, trusting relationships with our partners, clients and employees.

### **Salamanca Group – Private Client Services**

The Private Client Services team provide dedicated advisory services to families and individuals globally. Our range of services ensure that our clients lead a lifestyle that is secure and managed with efficiency and discretion. The team have worked with a range of clients including members of the British Royal family, corporate CEO's, high and ultra-high net worth individuals and family offices, celebrities and sports professionals.

We offer a full cycle of services from immigration to luxury asset acquisition and security services, often working with clients looking to establish roots in the UK. We work closely with all clients to ensure they make the most suitable choices and that all family members and assets are secure.

### **Lifestyle Manager**

Salamanca Group is seeking to recruit a Lifestyle Manager within its Private Client Services division. Reporting directly to the Senior Lifestyle Manager, Francesca Allen, this is a key role

whose primary responsibility will involve working on a one-to-one basis with clients facilitating their lifestyle requirements.

The office environment is energetic and open-planned.

The role involves:-

- Consistently providing excellent customer service to all clients
- Reacting and responding to Lifestyle requests
- Identifying and maintaining strong supplier relationships (specifically in Luxury goods)
- Building brand partnerships
- Client acquisition through successful business development strategies
- Problem solving and troubleshooting thus retaining invaluable client relationships
- Attending relevant events and networking opportunities

## **Qualifications & Experience**

The successful candidate will need to have the following competencies:-

- Previous experience within the Lifestyle Industry in a client facing role
- Experience working with UHNW individuals & families
- Well networked with good contacts
- Ideally experience in the following Lifestyle areas: event management, staff sourcing, luxury travel, home management, design & build
- Excellent written and editorial skills

## **Key Personal Skills & Attributes**

The successful candidate will need to have the following skills and attributes:-

- Extremely organized and proactive
- Ability to work individually and as part of a team
- Enthusiastic and confident
- Ability to multi-task and work under pressure
- Good client facing skills
- Excellent attention to detail

In addition to the above, at all times, Salamanca Group seeks to ensure that our **Group Core Values** are central to every part of our business.

It will be a pre-requisite for the successful candidate to reflect and embody our core values as described below:-

- Client, first and fair
- Always go the extra mile
- Esprit de Corps
- Ambassadors, one and all
- Integrity
- Agility & courage

We would be delighted to discuss what we at Salamanca Group collectively stand for and what these values mean to us with any candidates interested in this position.

**Contact**

Please register your interest or direct enquiries to Salamanca Group HR Manager, Nora Albertini at [N.Albertini@salamanca-group.com](mailto:N.Albertini@salamanca-group.com) or telephone +44 20 7495 7070