



## Job description

Department: Client Services, Operations  
Job title: Client Services Executive  
Reporting to: Head of Credit  
Location: Guernsey

### About RAW Capital Partners

RAW Capital Partners is a specialist lender and boutique investment manager based in Guernsey. We currently operate in a specialist segment of the mortgage market where we can source high-quality opportunities that others overlook. We provide secured lending against UK property, primarily to non-UK resident individuals purchasing buy-to-let property.

Meanwhile, we provide our investors with attractive and consistent risk-adjusted returns, a high level of capital security, and fee transparency. It is our aim to grow the fund's assets under management while continuing to provide investments that perform as investors expect.

### Purpose of role

The Client Services Executive plays a key role in supporting and enhancing our client relationships throughout the lifecycle of their investments. This includes acting as a primary point of contact for clients, managing queries promptly and professionally, monitoring interest arrears, and ensuring a seamless and efficient client experience that reflects our firm's values.

### Key responsibilities

- **Deliver Excellent Client Service:** Act as a first-line contact for client queries, providing timely, accurate and professional responses across all communication channels.
- **Support Client Relationship Management:** Build and maintain strong, positive relationships with clients, ensuring their experience is consistent, engaging and aligned with our values.
- **Manage Interest Arrears:** Monitor and follow up on interest arrears, escalating concerns where appropriate and working to resolve issues efficiently.
- **Collaborate Across Teams:** Work closely with colleagues across the business to ensure a joined-up and responsive client journey, contributing to team success.
- **Support Continuous Improvement:** Identify opportunities to enhance client service processes and share suggestions that improve efficiency, clarity, or client experience.
- **Maintain High Professional Standards:** Demonstrate professionalism, integrity and a commitment to delivering high-quality work in every interaction.
- **Contribute to Client Experience Projects:** Get involved in projects and initiatives aimed at enhancing the client journey as the loan book expands and our service evolves.

## Key skills and experience

We look for candidates who are:

- **Engaging communicators** – confident, articulate, and able to build rapport with a wide range of clients and colleagues.
- **Motivated self-starters** – able to take initiative, manage their own workload and follow through on tasks without constant supervision.
- **Proactive and solutions-focused** – willing to ask questions, spot opportunities for improvement, and take action to resolve issues.
- **Collaborative team players** – keen to support others, share knowledge, and contribute to collective success.
- **Detail-oriented and organised** – able to manage competing priorities and maintain accuracy and professionalism under pressure.
- **Client-focused** – passionate about delivering excellent service and creating a positive client experience.

Experience in a client service, administration or relationship support role is desirable. Familiarity with financial services or investment environments is beneficial but not essential. We welcome candidates with strong transferable skills and a willingness to learn. Training will be provided – we welcome applicants with a strong service mindset and a desire to grow in a client-facing role.

In recognition that the value of a person is greater than the roles and responsibilities set out in their job description, we encourage all staff to bring their unique values, characteristics and skills to contribute to the furtherance and fulfilment of the organisation's goals in whatever way they wish.

## Key outcomes

In this role, your success will contribute to:

- High levels of client satisfaction, reflected in positive feedback and long-term relationships
- Prompt and effective resolution of client queries
- Well-managed levels of interest arrears
- Early identification and mitigation of relationship or credit risk
- A consistent and professional client experience across all touchpoints

## Salary & Benefits

- Competitive salary
- Discretionary bonus
- Contributory pension scheme
- 25 days' annual leave
- Support for professional qualifications
- Staff healthcare