

Job description

Department: Client Services
Job title: Client Services Manager
Reporting to: Operations Director
Location: Guernsey
Hours: Full-time / flexible considered

About RAW Capital Partners

RAW Capital Partners is a specialist lender and boutique investment management business based in Guernsey. We operate in a specialist segment of the mortgage market where we can source high-quality opportunities that others overlook.

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 expected.

Purpose of role

The Client Services Manager leads and develops the Client Services function, ensuring the delivery of a consistent, high-quality experience for clients across the lifecycle of their relationship with RAW.

The roleholder will oversee a team of Client Services Executives, providing direction, structure and support to ensure service standards are maintained, client relationships are strengthened, and operational processes are executed effectively as the loan book grows.

Key responsibilities

- **Lead client service delivery:** Oversee the day-to-day delivery of client service, ensuring queries are handled promptly, accurately and professionally across all channels.
- **Own client relationship standards:** Set and maintain clear expectations for how client relationships are managed, ensuring a consistent, engaging and values-aligned experience.
- **Manage interest arrears and risk signals:** Ensure effective monitoring and follow-up of interest arrears, with appropriate escalation, oversight and resolution of emerging risks.
- **Oversee mortgage lifecycle activity:** Maintain oversight of mortgage transactions including renewals, repayments and recovery processes, ensuring they are handled efficiently and with appropriate control.
- **Lead and develop the team:** Provide coaching, structure and performance oversight to the Client Services team, building capability and ensuring accountability for outcomes.

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CAPITAL PARTNERS

- **Drive continuous improvement:** Identify opportunities to improve client service processes, systems and workflows, supporting scalable and efficient operations as the business grows.
- **Contribute to client experience evolution:** Support and lead initiatives that enhance the client journey, ensuring the function evolves in line with business growth and client expectations.

Key skills and experience

We are looking for candidates who are:

- Strong people leaders who can build structure, accountability and engagement within a team.
- Client-focused and service-driven, with a commitment to delivering a high-quality experience.
- Organised and operationally effective, able to manage multiple workflows with consistency.
- Commercially aware, with an understanding of risk, client behaviour and business impact.
- Proactive problem-solvers who take ownership and drive improvements.
- Clear communicators who build trust with both clients and colleagues.

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:

- Consistently high-quality client service, with queries resolved promptly and accurately.
- Strong, well-managed client relationships and a positive client experience.
- Effective monitoring and resolution of interest arrears.
- Timely and accurate delivery of mortgage lifecycle processes.
- A high-performing, accountable Client Services team.
- Ongoing improvements to efficiency and scalability of client service delivery.