

# TAB I Job specification

<b>Job title:</b>	Investor Relations Manager
<b>Company:</b>	TAB London Limited
<b>Reports to:</b>	Senior Management Team
<b>Direct reports:</b>	None
<b>Job description</b>	<p>The role is for an experienced investor relationship manager with preferably 10+ years experience to join the team at TAB and manage the existing investor base.</p> <p>The role will entail forging excellent relationships with existing investors and new investors. It is imperative that the relationship manager understands TAB's investment products and each investor's needs and wants to ensure that we can offer them loans and investments that match their profile. Regular reporting on investor feedback and trends is a key part of the role.</p> <p>All conversations with investors will be recorded on TAB's proprietary CRM platform to ensure all TAB stakeholders have full transparency around investor conversations and updates.</p>

*Candidates should note that this list is not exhaustive and the duties are liable to change from time to time in line with the needs of the company.*

<b>Key purpose:</b>	<ul style="list-style-type: none"> <li>You will be responsible for retaining the existing relationships with our investors, and forging new relationships as and when new investors are onboarded.</li> </ul>
<b>Measure of success:</b>	<ul style="list-style-type: none"> <li>Liaising with all investors on a pre-agreed timescale</li> <li>Positive investor experience</li> <li>Reporting of investor trends</li> </ul>
<b>Key accountabilities:</b>	<ul style="list-style-type: none"> <li>Calls to investors</li> <li>Attending meetings, whether physically or virtually</li> <li>Develop Investor confidence</li> <li>First point of contact for investors</li> <li>Assisting with funding loans</li> <li>Understanding individual investor requirements to best allocate loans to the appropriate investor</li> <li>Update investors on their loan commitments, and provide them regular updates</li> <li>Report to SMT on investor satisfaction</li> <li>Analysis of investor trends such as risk appetite</li> <li>Working closely with both sales and marketing teams</li> <li>Work closely with the compliance team and adhere to both compliance and GDPR regulation and guidelines</li> </ul>

<b>Skills and competencies:</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills essential for dealing with valued investors</li> <li>• Problem solver</li> <li>• Approachable and self-motivated</li> <li>• Well organised and able to prioritise</li> <li>• Proactive and able to identify and highlight areas of opportunity or improvement and advise on actions required</li> <li>• Team player</li> </ul>
<b>Knowledge and qualifications:</b>	<ul style="list-style-type: none"> <li>• Ideally knowledge of both property and financial products (must have experience in one)</li> <li>• Track record in relationship management and/or sales experience</li> <li>• Worked in high pace/pressure environment</li> </ul>

<b>Key values:</b>	These <b>key values</b> are what TAB believes to be right and what build up our core identity. How these will be demonstrated in the role:
<b>Trust</b>	We are <b>reliable</b> and we look after our customers' money. We are <b>consistent</b> with what we say and do. We are <b>educational</b> which shows we have a knowledgeable and intelligent team.
<b>Transparent</b>	We have <b>open and honest communication</b> with all parties, both externally (including borrowers, brokers, investors and lawyers) and internally (employees and colleagues).
<b>Personal</b>	We <b>go the extra mile</b> to provide a <b>best in class service</b> to our customers. We understand who our customers are and we ensure our products and information resources are <b>relevant</b> .
<b>Efficient</b>	We can <b>turn around deals quickly</b> as we know what works and what our customers want. We <b>stick to our timelines</b> and stay ahead of our competitors. Our speed and efficiency do not mean we lose sight of the finer details.
<b>Innovative</b>	We have <b>innovative ideas and opinions</b> which keeps us relevant to the market. We <b>add value</b> to our customers on both the lending and investing sides of the business. Our experience coupled with our innovative approach allows us to consider all types of projects. We are innovative in the way we use our technology and resources. <b>We are a small team but we accomplish large tasks.</b>

**About TAB:**

TAB was founded in early 2018. TAB enables borrowers to access short term capital through unregulated bridging loans on a first and second charge basis against residential and commercial properties in the UK. To date, TAB has originated over £60m of loans with an average loan amount of £785k. Borrowers that need a loan will be matched with institutional funding or private investors.

TAB Market enables new and existing investors to access a range of products at varying interest rates. Our products provide investors an opportunity to invest in UK property and benefit even if they don't have the usual means or know how. Our products include TAB Lending and TAB Property. As we continue to evolve and introduce alternative investment opportunities, we will continue to give investors a solid rate of return.

Currently located in Cricklewood, TAB will be moving to permanent offices in Elstree towards the end of 2021.