

Job Title: Platform Engagement Associate, London
Reports to: The Head of Platform Engagement

The Platform Engagement Associate will lead DirectBooks' European engagement effort in building relationships with prospective buy-side clients. This role will be the first point of contact for clients, driving their critical first impressions of DirectBooks. The Associate will become an expert in articulating the DirectBooks buy-side proposition, as well as explaining how the platform works and guiding clients through the initial stages of joining the platform.

The Associate must communicate well, be organized and able to handle a large number of ongoing dialogues. Candidates should be familiar with using a CRM tool (ideally Salesforce). Experience in buy-side and/or primary market activities would be a major asset in this position. We are looking for people who have a passion for our mission to support the positive evolution of primary markets, and who are committed to doing their best work in a collaborative, team environment.

Responsibilities:

- Be the face of the company to a range of prospective institutional buy-side clients
- Identify engagement opportunities, map out buy-side teams and roles, and drive general account planning
- Ensure opportunities are tracked and developed in accordance with established company processes and procedures, leveraging CRM tools
- Continuously improve client-facing engagement processes
- Identify trends across different prospective users to help improve solutions, working closely with the Client Experience and Product team

Required Skills:

- Superb oral and written skills
- University degree and 3 to 5 years of professional experience
- Background in buy-side and/or primary market activities
- Passion for the technological evolution of markets
- Team player
- Comfortable with start-up environment, and able to manage ambiguity

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OPTIMIZING GLOBAL FINANCING MARKETS

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