



RegTech Associates is a research company, and we use our analysis to provide strategic insight and advice to our clients. Our industry and regulatory knowledge is underpinned by research with data on over 1400 RegTech products.

We are a young company with an experienced and knowledgeable team so there is plenty of opportunity for learning and building skills. We work closely with CEOs and Founders of start-up and scale-up technology companies to help them grow their businesses. We partner with our clients throughout the product and company lifecycle, from design through to commercial strategy and sales. We spend a lot of time with regulated firms in financial services to understand their regulatory problems and how technology can help solve them. We also collaborate with leading regulators to perform research, foster dialogue, and facilitate industry collaborations across a number of regulatory issues.

We are looking for a **Client Delivery Manager** to join our team.

Our clients are at different stages of growth and we work with them on both a project and retainer basis. Our portfolio of clients is growing rapidly and we are seeking to augment our delivery capability. We pride ourselves on the high quality of our client work, which we deliver iteratively and in partnership with our clients.

This full-time role will be either office-based or hybrid (central London Office) but some travel may be required, depending on client needs. The main objective will be to take on the day-to-day management of client delivery projects, ultimately leading to successful outcomes for both the company and the client. Client delivery projects vary in nature from six week strategy and advisory engagements to longer-term strategic partnerships. All of our projects are research-led and we are strong in both qualitative and quantitative research. You will own the delivery plans and will work closely with both project analysts and the Head of Client Delivery to ensure we meet the needs of our clients in a timely and cost-effective manner.

Specifically you will:

- Report to the Head of Client Delivery
- Design, scope & cost client projects as part of the business development process in conjunction with the Head of Client Delivery, the Head of Research and the CEO
- Develop and maintain delivery plans, ensuring client projects are completed on time and in line with client expectations
- Manage client relationships on a day-to-day basis, including regular progress updates, acting as the key point of contact, and escalating risks and issues where necessary
- Perform detailed and comprehensive RegTech market, competitor and strategic research to fulfill project objectives



- Create high-quality client deliverables and output on an iterative basis in response to regular client feedback
- Perform the delivery work necessary for longer term client partnerships, such as quantitative and qualitative research and analysis, content production, market scanning and analysis
- Produce substantive content such as blog posts, articles and longer reports focused on RegTech and regulatory issues

This role will be perfect for you if you:

- Have 5-8 years of experience in a client-facing role, either external clients in a consulting or front-office environment or internal clients in a different team or part of the organization
- Have excellent client-handling and stakeholder management skills and are an articulate and concise communicator
- Have been working in financial services or an associated profession (e.g. law or accountancy) for most of your career to date, and have had some exposure to regulation/compliance in one or more areas e.g. market or credit risk data privacy, cybersecurity, operational resilience, or similar
- Have an interest in working with innovative technology vendors or products involving advanced technologies such as Artificial Intelligence, Machine Learning, or have big data, cloud, SAAS capabilities
- Have worked in a project or change-based environment and are used to delivering work to strict deadlines
- Have experience in performing quantitative or qualitative research and have knowledge of methodologies used for market sizing, competitor research and product evaluation
- Have excellent writing skills and are creative when it comes to presenting data and research outcomes
- Are comfortable working within a less structured environment and thrive under pressure.
- Demonstrate strong analytical and critical thinking and a high level of attention to detail
- Are well organized and able to manage multiple workstreams at the same time
- Are focused on delivering high quality work that you can be proud of
- Are a well-rounded, “can do” personality and are willing to roll up your sleeves and get your hands dirty

This opportunity is ideal for a bright spark looking to make their next career move - possibly out of a large corporate into a smaller, more agile and fast-moving company with a culture that encourages change, learning and personal development. The person who fills this role will be pivotal to the growth of RegTech Associates, helping us to keep our clients happy and ensure the longevity of our client relationships.