

**\*\* NEW JOB\*\*** A leading luxury Lifestyle company is seeking a Lifestyle Manager. Paying £40,000 and based near Oxford Circus. If you are interested, please email your CV to [emma.colville@questprofessional.co.uk](mailto:emma.colville@questprofessional.co.uk)

Job: Lifestyle Manager

Location: Oxford Circus

Salary: £40,000

#### **Main duties & responsibilities:**

##### **Relationship management**

- To cultivate a strong personal relationship with each individual Member
- To manage each Member's Elite experience, ensuring high individual engagement, satisfaction, loyalty, retention and perception of value
- To ensure the Member receives a warm and highly-personalised introduction to the company
- To ensure that each individual Member's unique and changing lifestyle, needs and preferences are thoroughly understood
- To regularly communicate with the Member, both in person at face-to-face meetings and by phone

##### **Renewals**

- To maximise the likelihood of each Member renewing their Membership by ensuring high satisfaction, loyalty and perception of continued value
- To open a discussion on renewal with each Member with enough time to be able to overcome any reasons for non-renewal
- To understand and report any reason for non-renewal by a Member

##### **Referrals**

- To encourage Members to refer potential new Members
- To report referrals and work with the Membership team to maximise conversion into new Memberships

**Skills and knowledge sought:**

- Excellent communicator
- Impeccable personal presentation and delivery
- Fluent in English. Other languages are advantageous
- Understands HNW lifestyles, expectations, needs and preferences
- Able to anticipate client needs and deliver intuitive and highly personalised solutions
- Able to effectively manage requests from initiation to completion
- Able to prioritise work, meet deadlines, make decisions and communicate effectively under pressure
- Able to react and adapt quickly to new requirements and processes
- Strong networker and relationship builder
- Creative problem solver
- Strong organisational skills
- Meticulous attention to detail
- Strong IT & CRM systems skills
- Solid business acumen
- Experienced in dealing with confidential information using discretion and sensitivity at all times
- Strong man management skills

**Attitude:**

- Passionate about delivering exceptional service
- Warm, friendly, calm, confident and courteous at all times
- Pro-active, energetic and positive attitude
- Excellent team player; displays compassion towards and enjoys helping fellow colleagues
- Mature, reliable approach, dedicated and committed with a strong drive, independent
- Values privacy and confidentiality
- Passionate about travel, culture, and unique global experiences
- Views failure as an opportunity to learn