



CAROLINE BAKER

PRIVATE OFFICE

CLIENT MANAGER

Location	Chelsea, London.
Employment Type	Full Time, Permanent.
Salary	Depending on proven experience.
Benefits	<ul style="list-style-type: none">- 25 days annual leave plus UK public holidays.- Fitness memberships.- Enrolment in the company pension scheme (employee contribution 5%, employer contribution 3%).- Life Insurance from day 1 of employment.- A friendly and inclusive working environment based in beautiful offices overlooking the Thames in Chelsea Wharf.- The opportunity to progress within your role.

Caroline Baker Private Office (CBPO) provides a full range of luxury property management services for global individuals and families with homes in prime central London. We also offer discrete family office services, project management and specialist PA support.

We currently have an opportunity for a professional, experienced and dynamic person to join the "Client Manager" department, based out of our office in Chelsea. You will work directly with clients and with the clients' family offices and representatives, as well as being part of the wider CBPO team. This is a truly rewarding role working with a team of similar, liked-minded people, working at the highest level.

Responsibilities include (but are not limited to):

Personal Assistant:

- Responsibility for your own portfolio of clients
- Be highly personable with strong communications skills.
- Organising high end private events in Central London, comprehensive travel, complex diary management, personal shopping with luxury brands, facilitating ad hoc requests with a fast response time and professional introductions.
- Monitoring and/or managing emails.
- Proactively screening and dealing with calls and other correspondence.
- Producing/proof reading correspondence and documents.
- Have excellent IT skills are a must (Microsoft 365 and use of Apple products).
- Effectively and confidently liaising with staff and other contacts.

- Be self-motivated, with the ability to take initiative, use common sense and be resourceful when needed.
- Be incredibly organised and take pride in your work.

Property Management:

- Responsibility for your own portfolio of clients.
- Preparing and overseeing comprehensive service and maintenance schedules for highly sophisticated luxury properties in Central London.
- Arranging and supervising contractors.
- Managing property improvements.
- Client account reconciliation and fund requests.
- Preparing properties for client visits and being on-call when clients are in residence, ensuring that their home is looking its best and facilitating any arrangements they require in London ahead of time. You may be required to meet the clients on arrival and assist accordingly.
- Familiarising yourself with the "Caroline Baker standards" and looking at how CBPO can improve the running of individual properties.

The relationship that our PA/Property Managers have with our clients is of paramount importance to us. Applicants must have previous experience working for an UHNW family or individual, as well as a clean driving license. The ideal candidate will:

- Present as a sophisticated and experienced individual with 2-5 years' experience working in high-end property management and or as a PA to UHNW clients.
- Proven ability to maintain the highest level of confidentiality, discretion and sound judgement, being aware that you are always representing the family business.
- Have an excellent eye for detail.
- Have experience working in a fast-paced environment.
- Be a proven multi-tasker and problem solver.
- Be highly organised and proactive.
- Demonstrate total discretion, honesty and loyalty.
- Be articulate and numerate as well as adept at IT.
- Work proactively and go the extra mile.
- Full clean driving licence.