

it|venture careers

Job Specification

Role

Front Office (CRM) Consultant
Belgrade



Welcome to it|venture

Here's a little bit about us

We're growing. Fairly rapidly. And that's why we need you. We're a dynamic, London-headquartered firm that provides independent consultancy services and bespoke technology solutions to both top-tier and boutique investment clients within the private capital markets industry.

Formed in 2011, we have amassed a wealth of experience in delivering technical projects. We've worked on over 200 projects, for over 30 clients, across 20 different countries. We work directly with our multi-national client base, providing innovative solutions using a variety of industry recognised software.

Our team is made up of experts in implementation, reporting and configuration of these platforms, as well as highly skilled developers who deliver bespoke software solutions, with employees in London, Belgrade and the US.

How we work

Overview

Whilst most consultancy practices can tell a client how to achieve a goal, we pride ourselves on our ability to roll up our sleeves and realise that goal. Our clients value our service because we understand their business and the technology available on the market. We are great with data, know what it means, and always deliver high quality results.

As we look to expand our services offering, we are seeking a candidate to join our growing team.

What we offer

- A competitive salary and a supportive environment.
- Discretionary bonus.
- Private healthcare.
- 25 days annual leave.
- Work from a modern, centrally located office, surrounded by a collaborative and energetic team.
- Opportunity to work with and learn from international clients and global companies.
- Mentorship from experienced professionals who will actively support your development.
- Fast skill growth in a dynamic, real-world project environment.
- A strong foundation for future roles in data, consulting, or tech-driven business roles.
- Full product training provided.

The role

Front Office (CRM) Consultant

Duration: Full Time

We are seeking an experienced Consultant to join our growing organisation. The role offers the opportunity to join our Front Office Practice, specialising in the delivery of a third-party CRM software to our global client base.

You will be responsible for:

- Contribute to the successful delivery of CRM software consultancy projects for a diverse client base within the private capital markets sector.
- Analyse client's business processes to identify opportunities for refinement and provide guidance rooted in industry best practices.
- Gathering client's business and technical requirements as well as leading workshops and software demonstrations with external stakeholders.
- Configure CRM systems based on gathered requirements and industry best practices, ensuring workflows, data models, permissions, and reporting outputs are aligned to client needs.
- Ensure smooth project execution by working within established project management frameworks, meeting agreed-upon deadlines, and exceeding client expectations.
- Collaborate effectively with internal teams and external vendors to ensure seamless project delivery and client satisfaction.

About you

What we're looking for

- Graduate in IT, Engineering, Economics, Business, or a related field.
- Exceptional communication skills with the ability to confidently engage both technical and non-technical audiences.
- Experience in a client-facing role, with a collaborative mindset and eagerness to interact directly with external stakeholders.
- Strong analytical and problem-solving capabilities, adept at interpreting business challenges and translating them into effective technical solutions.
- Outstanding time management and organisational skills, able to multi-task and balance parallel work streams independently.
- Familiarity with CRM technologies is a plus.
- Fluent in English (written and spoken).
- Proactive mindset with a willingness to learn and contribute in a team environment.

Nice to have:

- Familiarity with CRM technologies.
- Advanced MS Excel skills with a basic knowledge of relational databases.
- Python and SQL experience.
- A solid understanding of Private Capital Markets.