

VACANCY

Job Title: Investor Services Associate	Reports to: Investor Services Team Manager or Connect Team Manager
Department: Operations	Location: Guildford
Senior Manager / Certification Regime: Conduct Rules	

We are looking for an Investor Services Associate to join our Investor Services / Operations team.

If you are interested in applying for this role, please send your CV (together with details of current salary) to Niamh Dempsey, HR Director niamh.dempsey@premiermiton.com

Premier Miton focuses on two principal areas of investment expertise: outcome-based, multi-asset investment, and single-strategy, active equity investment, for example UK, European, US and global equity funds. The diversity, strength and depth of our product range allows us to offer portfolio solutions for a wide range of client needs.

Our business is centred on managing our clients' money. We aim to meet their needs by offering strong investment products and delivering sustainable long-term outcomes, underpinned by responsive client service and transparent, proactive communication.

Job Purpose / Job Objective

- Process and administer Premier Fund Managers (PFM) business timely and accurately.
- Support the management of Premier Portfolio Management (PPM) business.
- Monitor, oversee and process discretionary and funds business on relevant platforms (internal or external).
- Act as a point of escalation between Premier Fund Managers and Premier Portfolio Managers.
- Support and proactively manage PFM and PPM projects as they relate to Investor Services.
- Be proactive in managing the launch and ongoing administration of the distribution portal (Connect).
- Service clients and advisers timely and accurately, and in line with the propositions.
- Support any testing or project requirements relating to operational or regulatory changes.

Principal Responsibilities / Deliverables

Responsibility	Associated Tasks / Deliverables
Processing and administering business for PFM (including SEI, FNZ or any other 3rd party) or PPM (where required) timely and accurately	<ul style="list-style-type: none"> • Processing the day-to-day administrative activities, such as new business and servicing clients, managing TPA/TA/Counterparty activities to move business to and from Premier timely and accurately • Perform all key administration duties (including opening post, allocating work, managing queries) timely and accurately • Monitoring receipt of stock and cash and the associated reconciliations; and the ongoing review of negative or positive stock or cash balances to make sure they are in line with expectations, of both the client and Premier, and resolving timely • Monitoring your own work queues, re-allocating and escalating, to make sure the SLAs are met • Owning the timely answering of customer and adviser queries (by post, phone or email) (including setting up Online Valuation Service) and monitoring of outstanding queries to a satisfactory completion • Maintaining accurate client and adviser records; and updating timely upon receipt of instructions to do so • Preparation and dispatch of welcome letters and other correspondence timely and accurately, in line with SLAs • Identifying, managing and recording any failures in controls or risks, through recording key actions on Sonar. • Understand the rules and regulations that govern our processes, demonstrate an understanding of the regulatory impact if something goes wrong (measured through the accurate updating of Sonar) • Processing client money transactions as required, including legacy monies, in accordance with CASS rules; and other relevant regulations • To support any other general activities that may be required from time to time.
Discretionary Business (internal and external)	<ul style="list-style-type: none"> • Processing and monitoring of discretionary business on external platforms • Managing discretionary business for PFM accurately, timely and in line with the rules and policies in place • Maintaining a good understanding and relationship with the Fund Managers, by informing them of any significant changes or events timely
Project Ocean (the delivery of Connect phases/sprints)	<ul style="list-style-type: none"> • To support the Investor Services Leadership Team to deliver against the Programme Delivery Plan, where it is within PFM's control • To support any project requirements for migrations, transitions or administration changes from one provider to another, as per the plan • To assist with testing of new functionality; ensuring that all required procedures have been written and monitored • To maintain suitable knowledge of the plan, the status and what you can do to support the delivery, through being proactive in learning and assessing the position throughout the delivery.
Quality	<ul style="list-style-type: none"> • Meet the quality targets consistently, which means individually taking responsibility for achieving the quality rate, and escalating where we fall short • Measuring Quality against the items of work processed, as they relate to Sonar items raised, strive for 100%
Service	<ul style="list-style-type: none"> • Strive to maintain 'Clear to zero' daily • Efficient, prompt working practices – sense of urgency • Sense of ownership and care in everything we do • Clearly defined service levels will support us to prioritise • Measuring Service against the items closed on Workflow, strive for 100%
Monitoring, reporting and reflecting	<ul style="list-style-type: none"> • Identify the key risks and create your own sense of monitoring to support the early identification of failures; and the introduction of process improvements • Deliver against items assigned to you as part of the internal and external reporting for PFM

Responsibility	Associated Tasks / Deliverables
Risk and Control Management	<ul style="list-style-type: none"> • Understand the risks associated with the task you are undertaking • Identify when the process carries, a risk, is there an appropriate control in place, if not, change it • Resolve any failures timely, escalate where required (e.g. DPA or CASS) • Take Action, understand what went wrong, identify ways of ensuring it will not go wrong again • Report risk/control failures and errors timely and in line with the Operational Policies • Understand the regulatory regime in which we work, identify risks to meeting these obligations and where there is a risk to either clients or markets in what we do • Actively update and manage the Sonar entries as they relate to PFM.
Projects	<ul style="list-style-type: none"> • To support investor services projects and new products, as required • At least annually, take responsibility for a number of Processes, Procedures and Checklists to review and make sure they are accurate and current.
Self-learn and Develop	<ul style="list-style-type: none"> • Maintaining a training log, to demonstrate areas where you are less confident in • Improve your knowledge of the business through, for example, liaising with internal departments, other institutions, our clients and their financial advisors, external industry bodies • Support Investor Services Leadership Team in their roles, as required • Maintain knowledge and competence with legislation and ongoing regulatory changes, through self-research, asking for support on a new initiative etc
Accountability	<ul style="list-style-type: none"> • Be accountable for your own actions • Be proactive in identifying solutions to problems or queries • Challenge the status quo and develop solutions to improve costs, service, quality, 'you' • Be Professional at all times, be the best version of you • Be aware of how your actions, impacts the team, your Manager, the wider Operations department and our customers.
Individual Conduct	<p>Whilst carrying out all the previous responsibilities, you should:</p> <ul style="list-style-type: none"> • Act with integrity. • Act with due care, skill and diligence. • Be open and co-operative with the FCA. • Pay due regard to the interests of customers and treat them fairly. • Observe proper standards of market conduct.

Education, Experience, Skills and Abilities, etc.	Essential / Desirable
Education / Qualifications <ul style="list-style-type: none"> • Educated to GCSE level or equivalent 	E
Experience / Knowledge <ul style="list-style-type: none"> • Experience of working in Investor / Client Services in the finance industry, preferably in Fund Management, Wealth Management or other similar customer / adviser facing role 	D
Skills <ul style="list-style-type: none"> • Team player with a positive, results orientated approach; • Communication skills with the ability to communicate effective – both written and verbally at all levels; • Strong Interpersonal skills; • Ability to prioritise workload and adhere to deadlines; • Good Problem Solving skills. • Ability to demonstrate tact and diplomacy when coping with difficult situations; • Good administrative and personal organisational skills; • Good numeracy skills. • Good IT skills / ability to use Microsoft Office and Excel. 	E E E E E E E E
Characteristics <ul style="list-style-type: none"> • Ability to work under considerable pressure and adhere to strict timescales • Attention to detail. 	E E

Other Information

- **Some travel required to attend relevant meetings, generally in the UK**