

Investor Services Associate

We are looking for an Investor Services Associate to join our Operations team based at our London or Guildford office, there may occasionally be some travel to attend relevant meetings, generally in the UK. The role involves hybrid working at least two days office based.

The successful candidate will be required to provide excellent service to the customers of Premier Fund Managers (Ltd) and support to the customers of Premier Portfolio Managers (PPM). They will be able to manage the processes and services related to the discretionary and funds business, which includes oversight of the key service providers that support these products. They will manage communications via phone, e-mail letter and should be able to handle all elements of communication to and from customers and internal stakeholders. They will act as a point of escalation between Premier Fund Managers and Premier Portfolio Managers when required; provide support and deliver projects as they relate to Investor Services or the wider Operations Team and have a good understanding of the regulations and operational processes as they are relevant to the full customer journey.

If you are interested in the role, please send your CV (together with details of current salary) to:

Emma Burgess, HR Associate
HR@premiermiton.com



Premier Miton's purpose and values

To actively and responsibly manage our clients' investments for a better financial future

Dedicated

Passionate

Responsible

Independent

Collegiate

Principal Responsibilities / Deliverables

Responsibility	Associated Tasks / Deliverables
Processing and administering business for PFM (including SEI 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
Transformation programme	<ul style="list-style-type: none"> • To support the Investor Services Leadership Team to deliver against any key Change Delivery Programmes, where it is within PFM's / PPMs 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 <p>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.</p>
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 <p>Measuring Service against the items closed on Workflow, strive for 100%</p>
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
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
SM&CR Individual Conduct	<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 • Act to deliver good outcomes for retail clients

Education, Experience, Skills and Abilities

	Essential / Desirable
Education / Qualification <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 Services / 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