

Operations Administrator

About Us

Handelsbanken Wealth & Asset Management is a wholly-owned subsidiary of the Handelsbanken Group and is responsible for all wealth and investment management activities of the Group in the UK. Founded in Sweden, Handelsbanken is one of the world's strongest banks and offers local relationship banking, advice and investment management to personal and corporate customers through its fast-growing network across the UK. For over 30 years we have been relied on by our customers, including business leaders and sophisticated financial professionals, to advise them and to manage their wealth. We focus on one objective – customer satisfaction – since a satisfied customer will be happy to both return and to recommend us.

This is an opportunity to join a successful and fast-growing national organisation with the added benefit of being part of a significant multinational group.

Handelsbanken Group are deeply committed to embedding good equality and diversity practice into all of our activities so that Handelsbanken Wealth & Asset Management is an inclusive, welcoming and inspiring place to work, regardless of age, disability, pregnancy and/or parental status, ethnicity, religion, sex, gender reassignment or sexual orientation.

Handelsbanken is offering a Hybrid Working Model. Our approach to hybrid working at Handelsbanken is that we spend the greater proportion of our working time at our workplace. Our remaining time may be worked from home. This approach allows us to embrace the many benefits of hybrid working whilst sustaining and developing our unique culture.

We encourage and welcome applications from across the global community and all appointments are made solely on merit.

Remuneration

Competitive + Benefits

Our Role

- The Operations team in Tunbridge Wells supports the Wealth Management and Asset Management business in the provision of the administration required to provide discretionary and custody services. This includes the management of all data for the client, underlying assets held and all transactional records. We maintain the books and records used for reporting and investment, and support all services required to do this such as settlement, corporate actions, cash processing, client transfers and data set up.
- We are FCA regulated to hold client money and assets, an ISA manager, and run a full insourced nominee service to support client custody.

Main Responsibilities

Primary

Cash & Custody

- Taking responsibility for the key processes such as control of the treasury process, cash receipts including the regular contributions and ISA subscriptions, cash payments including income and dividends. Maintaining control of Takeover Code Reporting, client interest postings and the Excess Reportable Income (ERI) process.

- Taking responsibility for the Corporate actions function involving the centralised monitoring responsibility for receiving corporate event notifications, advising investment managers, coordinating responses and deadlines due to custodians or registrars and instructing accordingly.

Cash Management / Fees

- Providing administration and support to improve the customer experience with a specific focus on the cash management / fees function.
- Ensuring work is accurate and completed efficiently through correctly following procedures and processes
- Contributing to process and procedural improvement discussions and embed these within Business as usual where appropriate.
- Processing monthly management fees, manual fees, advice fees, all other client fees, including Tax team fees and centralised fee Invoice production
- Monitoring new client and changes to existing clients, fee arrangements
- Processing Professional Partners Payments
- Shortfalls for client outgoings

Secondary (As the below functions sit within the same team the successful candidate could potentially develop competency in this area at a future date).

Settlements

- Administrative Support within Operations on Settlements
- Hedge and property fund subscriptions and redemptions including the monitoring of subscription money committed throughout the month and coordination of dealing/subscription deadlines.
- Dealing support and trade matching working closely with our centralised dealing desk to ensure daily transactions are matched with broker or fund provider and booked on in house investment system.
- Trade instruction – issuing settlement instructions via custodian links and following up to ensure matched. Resolution of any exceptions will also be within the remit of this role.
- Settlement of UK Crest, overseas and collectives, processing the cash ledger entries across client accounts and ensuring funding in place to settle the underlying market transactions.
- Contract note production on a daily basis for sending out to underlying clients.
- Daily processing, control and execution of day to day order flow.
- Asset Transfers - processing stock giftings for active clients

Person Specification

Interpersonal Skills:

- Is business-oriented and focuses on the customer.
- Takes a long-term approach.
- Has the courage to make decisions.
- Is innovative and proactive.
- Takes responsibility for his/her own development.
- Has high ethical and moral standards.
- Likes good administrative order.
- Collaborates with others to achieve joint goals.
- Contributes to the development of operations and colleagues.

Experience

- Experience is not required as full training will be provided. However, an interest in a career within financial services is essential.

Contact

Please send your CV and covering letter to careers.hwam@handelsbanken.co.uk