

Middle Office Associate – 12 month fixed term contract

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.

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

Salary & Benefits

- Competitive market rates
- Group personal pension scheme & 25 days holiday

Our Role

The Middle Office primary objective is to provide support to customers of Handelsbanken Wealth & Asset Management through carrying out activities required for the provision and maintenance of good Customer service and outcomes. This is an excellent opportunity to work in an entry level position in a new and evolving team within a growing organisation. Training and support will be provided and this role is based in the Tunbridge Wells office.

Main Responsibilities

- Providing administration and support to improve the customer experience with a specific focus on the cash management 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
- Working as part of a team and responding to ad hoc request as and when directed by the line manager
- Areas covered by the Middle Office are:
 - Customer cash control and management – for example proactively maintaining customer cash balances for the purposes of addressing customer requests for money to be paid to them; investing money they send to us and covering our fees
 - Customer trade instructions coordination
 - New customer take on
 - Pension administration

Person Specification

Experience:

- Experience within financial services is desirable
- Experience of providing customer service
- Confidence to liaise with staff and external parties, including the regulator, at all levels

Academic:

- Good secondary education at A level

Skills:

- Excel Skills – Intermediate
- Word Skills – Intermediate
- PowerPoint Skills – Basic

Interpersonal Skills:

- Strong written and verbal communication skills
- Self-confidence and self-motivation
- Good problem-solving and decision-making abilities
- Attention to detail and accuracy
- Time management
- Ability to maintain confidentiality
- Be business-orientated and focus on the customer
- Have good administrative order including adherence to all risk and compliance policies
- Take a long-term approach
- Be innovative and proactive
- Take responsibility for own development
- Have high ethical and moral standards
- Collaborate with others to achieve joint goals
- Take leadership of own performance

Contact

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