

## 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.

### What is in it for you?

- We have a wide range of learning and development available, empowering and enabling our colleagues to take ownership of their own development.
- Competitive salary and an extensive range of benefits is provided, including private medical insurance, income protection and life assurance.
- A market-leading pension contribution of 15% paid by the bank, which can be invested in a wide range of funds (including ESG and Shariah funds).

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

### Our Role

- The Operations team in Tunbridge Wells supports the Wealth Management and Investment 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 including AML inline with our regulatory responsibilities
- We are FCA regulated to hold client money and assets, an ISA manager, and run a full insourced nominee service to support client custody.

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No.1 Kingsway, London, WC2B 6AN  
77 Mount Ephraim, Tunbridge Wells, Kent, TN4 8BS

Handelsbanken Wealth & Asset Management Limited is authorised and regulated by the Financial Conduct Authority in the conduct of investment and protection business, and is a wholly-owned subsidiary of Handelsbanken plc.

Registered Head Office: London address above | Registered in England No: 4132340 | [www.wealthandasset.handelsbanken.co.uk](http://www.wealthandasset.handelsbanken.co.uk)

## Main Responsibilities

- Administrative Support within Operations
- Instruct and escalate as required
- Create and maintain Client Data ensuring it is changed and recorded accurately.
- Create and maintain other static data held on Handelsbanken Wealth & Asset Management Systems
- Checking and monitoring work flows and volumes
- Processing of data and collaborating with other teams across the business, to assist in compliance with our regulatory responsibilities for Financial Crime Prevention
- Contributing to process and procedural improvement discussions and embed these within Business as usual where appropriate.
- Ensuring work is accurate and completed efficiently through correctly following procedures and processes
- Liaising with internal/external Clients and/or Providers

## 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 and has a keen eye for detail.
- Collaborates with others to achieve joint goals.
- Contributes to the development of operations and colleagues.

### Experience

- Previous experience within financial services preferably the wealth management sector and within operations, advantageous but not essential.
- Good business process and analytical skills.

## Contact

Please send your CV and covering letter to [careers.hwam@handelsbanken.co.uk](mailto:careers.hwam@handelsbanken.co.uk)