Handelsbanken
Wealth & Asset Management

Wealth Management Advice Services Owner

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 is deeply committed to embedding good equality and diversity practice into all of our activities. This is so that we are an inclusive, welcoming and inspiring place to work that encourages everyone to apply, regardless of socio-economic background, age, disability, pregnancy and/or parental status, race (including colour, nationality, and ethnic or national origin), veteran status, marital and civil partnership status, religion or belief, sex, gender reassignment or sexual orientation.

At Handelsbanken, we deeply value our unique culture and values including trust in and respect for each individual. We take pride in nurturing a work environment where people flourish, and where they are empowered to take decisions in their areas of expertise. We take a long term perspective in everything we do and want each employee who joins us to build a long terms successful career with the Bank.

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

HWAM is a vertically integrated business offering both asset and wealth management through a tied-advice service, including financial planning, protection advice, tax advice, pensions and ISAs. Investment products offered include UK-domiciled investment funds (NURS), segregated accounts, and custody & execution. This is a new role within the business to re-design and execute on HWAM's product governance framework. This role will be pivotal in ensuring that our products and services are developed, marketed and managed in compliance with relevant regulations, internal policies, and industry best practices. There are evolving regulatory requirements and focus by the FCA on this segment of financial services with developments such as Consumer Duty and fair value assessment, in which this role will be pivotal, ensuring we deliver the best possible customer outcomes.

This role will report to the Head of Customer Proposition, HWAM.

Main Responsibilities

- Responsible for the development and ongoing management of HWAM's advice services (wealth advice, tax advice, protection advice, pension products, ISAs, select-select, asset management only).
- Act as the key point of knowledge in the firm on market trends, competitors and the regulatory landscape impacting HWAM's advice services, and identify opportunities the evolving landscape may present.
- Make recommendations regarding which services should form part of HWAM's customer proposition.
- Understand cost-to-serve and the commerciality of each service, and make pricing recommendations.
- With the support of data analytics colleagues, be accountable for MI on all services, and develop a detailed, data-led understanding of the existing customer base for advice services.
- Own the customer journey and experience across HWAM's advice services. Work with colleagues in the client-facing, operations and second-line teams to review the end-to-end customer journey and ensure that it delivers a best-in-class experience for clients. Maintain customer journey documentation.
- Own all client-facing artifacts across the services, and work with marketing colleagues to review and develop the advice service-related client artifacts and digital experience.
- Ensure the advice services meet all regulatory obligations, and can demonstrate such.
- In compliance with all regulations and internal governance requirements, conduct annual end-to-end product / service reviews, target market reviews and fair value assessments to ensure services remain suitable for the end investor and HWAM continues to achieve good customer outcomes; feed outcomes to the relevant forums and be accountable for ensuring that recommendations are followed up.
- Establish appropriate controls and test the effectiveness thereof.
- Work with proposition specialist colleagues to support training and internal communications regarding HWAM's advice services.

Person Specification

- A UK-recognised financial advisory qualification, or extensive experience in a customer proposition or client-facing role within the wealth management industry, with a strong working knowledge of retail investor types and the products / services offered by Wealth Managers in the UK
- Excellent stakeholder management skills, with the ability to influence, work effectively and build relationships at all levels within HWAM and across the Group
- Strong understanding of regulatory requirements and industry best practices relevant to HWAM's products and services including PROD, Consumer Duty, MiFID, COLL, IDD and AIFMD
- Confidence in analysing and drawing inferences from data
- Excellent verbal and written communication skills
- Collaborative and team-oriented approach

Contact

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