

Head of Wealth Support

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

We are recruiting for a Head of Wealth Support to lead the Wealth Support team and work closely with the Head of Wealth Management. They will need to lead the team by example to achieve compliance and provision of personal service to clients, always ensuring that our internal and external customers' satisfaction is at the heart of the company's culture. This role can be based in our London or Tunbridge Wells office.

Main Responsibilities

Manager Responsibilities

- Lead, motivate and engage the Wealth Support team to deliver excellent service to our Client Directors and ultimately their customers
- Monitor service delivery, ensuring that all processes are managed in a timely fashion and through a robust workflow

- Ensure the smooth, consistent and accurate delivery of incoming tasks from our Client Directors.
- Continuous monitoring of the demand and allocating staff resources accordingly.
- Helping to recruit and manage the team ensuring appropriate skills, competence and confidence are built.
- Line management responsibility for the team members, using the wheel to coach and develop employees to reach their maximum potential.
- Embedding the Handelsbanken culture within the team and driving a strong team ethic, with the customer at the centre of all thoughts and actions.
- Build a governance and framework to manage the key operational risks.
- Help to build trust and rapport with Client Directors by leading a team which delivers a high quality, consistent and transparent service underpinned by a fully functioning workflow.
- Actively promotes and ensures adherence to the HWAM's Risk Management framework and relevant risk and compliance policies and procedures, ensuring timely and appropriate escalation of concerns to relevant senior stakeholders.
- Lead senior level relationships with the internal stakeholders, regulators, and relevant trade associations.

Additional Responsibilities

- Working closely with Head of Wealth Management and the Wealth Management Leadership group, develop efficient and scalable solutions for the provision of Wealth Management services. Managing consistent delivery of support services to advisers and their clients.
- Representing Wealth Management at internal Operating Groups.

Person Specification

Experience:

- Proven experience in leading teams within the wealth management sector.
- Thorough understanding of investment and financial planning principles and processes.
- Excellent administration and organisational skills.
- Strong communication skills to liaise with stakeholders at all levels.

Core Values:

- 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 their 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.

Contact

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