

Wealth Business Control Manager

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 Wealth Business Control Manager will form part of the first line of defence for Handelsbanken Wealth & Asset Management, working closely with the Head of Wealth Management, as part of the Wealth Management Leadership team, to design and implement business controls to manage first line risk. This role will contribute to the maintenance of high standards within the Wealth Management function. This role can be based in our London or Tunbridge Wells offices.

Main Responsibilities

- Lead and support the Wealth Regulatory Support Manager & ACD Team Leads to deliver a culture of excellence, trustworthiness, compliance, consistency and provision of intelligent, personal service to internal and external customers, always ensuring that customer satisfaction and the requirement to treat customers fairly is at the heart of the company's culture. Coach and develop the team leaders to ensure there is an ongoing focus on compliance, risk, quality and individual development.
- Escalate issues on competency, regulatory or work-practice concerns throughout the Wealth function to the Head of Wealth and agree and implement appropriate action plans.
- Directly manage the ACD Team Leads and Wealth Regulatory Support Manager supporting with the agreement of objectives, and holding regular 1-2-1 reviews through the annual performance cycle process, using good people management practices.
- As process owner, continue to innovate by ensuring that processes and procedures are constantly reviewed and initiatives developed with a continuous improvement mind-set and develop efficient and scalable solutions for the provision of Wealth Management services. Sponsor any relevant change initiatives and lead on the implementation of any new systems or potential efficiencies identified within the Wealth team to ensure scalability.

- Be responsible for executing initiatives aiming to support business growth, providing analytics and management information and have oversight of front office AML, Risk & Suitability and monitoring framework.
- Develop collaborative relationships with internal stakeholders, working in conjunction with the Compliance and Risk functions to ensure positive business outcomes that meet regulatory requirements through open communication lines.
- Structure/manage policies & procedures owned by front-office and monitor the good application of these policies and procedures through appropriate quality control and management
- Represent Wealth Management at internal meetings and operating groups, including within broader Group, to support the delivery of efficiencies in the provision of Wealth Support at all levels.
- As a Distribution Committee member, ensure committee packs and management information evidence management of controls in place and highlight any ongoing risks and contribute to remediation plans to address these. Ensure Distribution Committee meetings are run with good governance, record keeping and appropriately challenge within the Committee meeting itself.
- Understand, manage, control and oversee the dept. / team for which you are responsible. These duties are to be performed with a view to ensuring that retail customers receive good outcomes under obligations around Consumer Duty. You will be required to analyse and demonstrate how your area of responsibilities fits into the overall systems and processes of the firm for ensuring good outcomes for retail customers.
- Lead on implementing regulatory change and ensure our processes and procedures are aligned with the latest regulatory requirements.

Person Specification

Academic:

- Preferred - Level 4 qualified – Diploma in Financial Planning/ Regulated Financial Planning or equivalent.

Experience:

- Proven experience in leading teams within the wealth management sector.
- Thorough understanding of investment and financial planning principles and processes.
- Ideally, you will have been certified in a previous role and held the relevant experience and qualifications to meet those requirements.

Core Values:

- Is business-oriented and focuses on the customer, internal and external
- 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.
- Promotes and establishes 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