



# Heartwood

Part of the Handelsbanken Group

## Operations Administrator

### About us

Heartwood 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. Handelsbanken offers local relationship banking, advice and investment management (provided by Heartwood Investment Management) to personal and corporate customers through its fast-growing network of over 200 branches across the UK. Our success is evident from the significant organic growth achieved in recent years, and we now have £3.3 billion of client funds under management and administration ('AUMA') as at 30 September 2017. For over 25 years we have been trusted by investors such as FTSE 100 directors, entrepreneurs, leading UK charities, pension funds, private equity partners and hedge fund managers.

Founded in Sweden, Handelsbanken has become one of the world's strongest banks, with a culture focused on client satisfaction.

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 Heartwood 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, private medical insurance, life insurance, income protection insurance, preferential staff rates, 25 days holiday, season ticket loan, long term profit sharing scheme

### Our role

We are looking for an Operations Administrator to join the Operations team in Tunbridge Wells.

### Main responsibilities

- Conduct all stock and cash reconciliations in accordance with relevant CASS regulations and/or internal Service Level Agreements (SLAs)
- Production of daily exception management, ensuring they are clearly documented, tracked and resolved in a timely manner.
- Performing other daily tasks including MAF tolerances, major shares reporting
- Dealing with various ad-hoc task as and when they arise
- Develop knowledge and competence in other areas of the department in order to provide cover and support as and when required. These may include:
  - CMAR reporting and CASS Resolution Pack maintenance
  - Various daily control tasks
  - Internal and External audits
  - Production of reporting to support due diligence procedures on counterparties
  - BCP
  - Operational risk and controls monitoring
  - Control and coordination of procedural updates
  - Production of Management Information
- Support the Head of Operational Control in the continued evolution of the control function supporting the operational processing procedures across custody & settlement and data management.

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[heartwoodgroup.co.uk](http://heartwoodgroup.co.uk)

[handelsbanken.co.uk](http://handelsbanken.co.uk)

Heartwood is a trading name of Heartwood Wealth Management Ltd which is authorised and regulated by the Financial Conduct Authority in the conduct of investment business, and is a wholly-owned subsidiary of Svenska Handelsbanken AB (publ). Registered Head Office: London address above.

Registered in England Number: 4132340.

### **Person specification**

You will have the ability to build working relationships easily in an ambitious and fast paced environment. The role requires accuracy and integrity, as well as the ability to work well within a team environment.

### **Interpersonal skills:**

Strong written and verbal communication skills

- Organisational skills
- Exceptional telephone manner
- Patience and perseverance
- Willingness to work hard, both individually and as part of a team
- Self-confidence and self-motivation
- The ability to function well under pressure
- Ability to maintain confidentiality

### **Academic:**

- Minimum GCSE Grades A-C in Maths & English or equivalent
- A-Levels

### **Experience:**

- Internship / work experience
- Experience within the financial services preferably the wealth management sector and operations
- Good business process and analytical skills
- Ideally good understanding of operational regulation particularly FCA CASS rules
- Ability to demonstrate confidence to liaise with staff and external parties at all levels in issue resolution and relationship management
- Good attention to detail

### **Contact**

Please send your CV and cover letter to [careers@heartwoodgroup.co.uk](mailto:careers@heartwoodgroup.co.uk). For any further questions please contact 020 7045 2599