



Heartwood

Part of the Handelsbanken Group

Operations Administrator – Cash and Custody

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 more than £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 department in Tunbridge Wells.

Main responsibilities

- Administrative Support within Operations
- Processing of cash receipts, cash payments and dividends
- Corporate actions function involving the centralised monitoring responsibility for receiving corporate event notifications, advising investment managers, coordinating responses and deadlines due to custodians or registrars and instructing accordingly
- Processing of the monthly income payments and regular contributions
- Hedge and property fund subscriptions and redemptions including the monitoring of subscription money committed throughout the month and coordination of dealing/subscription deadlines.
- Dealing support and trade matching working closely with our centralised dealing desk to ensure daily transactions are matched with broker or fund provider and booked on in house investment system.
- Trade instruction – issuing settlement instructions via custodian links and following up to ensure matched. Resolution of any exceptions will also be within the remit of this role.
- Contract note production on a daily basis for sending out to underlying clients.
- Daily processing, control and execution of day to day order flow.

No.1 Kingsway, London WC2B 6AN. Tel: 020 7045 1320

77 Mount Ephraim, Tunbridge Wells, Kent TN4 8BS. Tel: 01892 701801

heartwoodgroup.co.uk

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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. For any further questions please contact 020 7045 2599