



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 currently seeking an Office Support Associate to be based in our London office with travel to TW. The purpose of this role is to assist the Facilities team in the day to day running of the office, to ensure high standards for our staff and clients at all times. This role will report into the Facilities Manager.

Main responsibilities

- Maintain a tidy and professional front of house and meeting room area including internal meeting rooms
- Meet and greet / act as the first point of contact for visitors
- Answer, screen and divert incoming calls
- Receive deliveries and distribute as appropriate
- Assist in the co-ordination and preparation / clearing of meeting rooms ensuring meeting rooms are client ready at all times
- Proactively identify and suggest repairs and renewals in all meeting rooms
- Manage the setup of technology in meeting rooms in conjunction with IT
- Manage the booking of caterers and provide necessary support for internal events
- Manage the booking of couriers
- Liaise with the EAs and departments as required
- Administrative duties as required

Holiday and sickness cover to the Assistant Facilities Manager as follows;

- Run the day-to-day facilities function in the London office in conjunction with the Facilities Manager

- Liaise with the building manager in respect of any office environment issues
- Fire Warden and First Aider (after appropriate training as required)
- Maintain subcontracts such as security, general maintenance, cleaning and car parking
- Manage the ordering and maintenance of office stationary supplies
- Travel to the Tunbridge Wells office to provide cover if required

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 individually and within a team environment.

Experience:

- Proven experience within an office admin / reception role ideally within the Financial Services sector
- Ability to demonstrate confidence to liaise with staff and external parties at all levels

Interpersonal Skills:

- Strong written and verbal communication skills
- Organisational skills
- Exceptional telephone manner
- 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
- Good problem-solving and decision-making abilities
- Attention to detail and accuracy
- Time management

Contact

Please send your CV and cover letter to careers@heartwoodgroup.co.uk.