



### 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, wealth management advice, (provided by Handelsbanken Wealth Management) 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 £3.7 billion of client funds under management and administration ('AUMA') as at 30 September 2018. 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.

The Handelsbanken Group is 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 Governance & Control team of the Operations department in Tunbridge Wells.

### Main responsibilities

- Conduct all cash and stock reconciliations in accordance with relevant FCA CASS regulations and/or internal Service Level Agreements (SLAs).
- Daily exception management, ensuring any discrepancies are clearly documented, tracked and resolved in a timely manner.
- Intraday control monitoring and reporting.
- First line of defence for a number of key processes across both Operations and Wealth Management.
- Performing other daily tasks including Multi Asset Fund value tolerances, major shareholding reporting and MiFID II transaction reporting monitoring.
- Develop knowledge and competence in other areas of the department in order to provide cover and support as and when required. These may include:
  - Internal and External audits
  - Annual due diligence on our CASS related counterparties
  - Business Continuity Planning
  - Operational risk assessments
  - Control and coordination of procedural updates
  - Production of Management Information
  - Governance over a number of core business support areas including Systems and Continuity Planning
- Support the continued evolution of the Governance & Control function.

## 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
- Self-confidence and self-motivation
- Ability to maintain confidentiality

## Academic:

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

## Experience:

- Experience within the financial services preferably the wealth management sector and within operations, advantageous but not essential.
- Good business process and analytical skills
- Sound 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