

Client Services Assistant

Company	Walker Crips Investment Management Limited
Job Title	Client Services Assistant
Department	Private Client
Type	Full time Permanent
Location	London
Salary	Depending on experience
Closing Date	Open until filled

Objective

To assist in the day-to-day organisation of the Private Client Department.

Key Responsibilities

- General filing and administrative duties;
- Produce monthly statistics for management information and departmental meetings;
- Produce client reports and data as required for client meetings;
- Liaise with different departments in FOTA (Back office);
- Liaise with company registrars to verify stock holdings;
- Upload correspondence documentation to in-house document management system, FileWalker;
- Maintaining records of documentation sent to FOTA (Back Office);
- Assisting with any client queries in a timely manner;
- Ensuring compliance with internal company procedures;
- Ensuring compliance with FCA driven rules/guidance and GDPR;
- Sending out mass mailings, including ISA reminder letters;
- Attending regular or ad hoc company and compliance presentations and client meetings as required;
- Undertaking continual professional development through training as required; and
- Undertake and perform additional duties/projects (in addition to normal duties) as required by the Group and or senior management.

Education & Experience

- Bachelor's degree is desirable but minimum education to A Level standard;
- Minimum 1+ years of experience working in financial services industry within private client department is desirable;
- Experience with talking and trading for clients is desirable; and
- Understanding of FCA Suitability requirements that relates to private client portfolio management.

Person Specification

- Working knowledge of Word, PowerPoint and proficient in Excel is essential;
- Effective written and verbal communication skills;
- Attention to detail and strong focus on accuracy of information;
- Strong analytical skills with the ability to make appropriate decisions;
- Understand and meet best practice requirements in a regulated environment;
- Familiarity with financial data systems (Bloomberg, etc.);
- Ability to communicate face to face, on telephone and in writing externally with clients, and with front office and FOTA (Back Office);
- Ability to prioritise and use time management skills; and
- Maintain high professional standards when interacting with colleagues and other industry professionals.