



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 £3.5 billion of client funds under management and administration ('AUMA') as at 31 March 2020. 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.

If you would like to find out more about what it's like to work at Heartwood please follow the link below:

<http://www.heartwoodgroup.co.uk/about-us/our-culture/>

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

- The Operations department supports the wealth management and investment management teams in the provision of the administration required to provide discretionary and custody services. This role will be based in our Tunbridge Wells office.
- This includes the management of all data for the client, underlying assets held and all transactional records. We maintain the books and records used for reporting and investment and support all services required to do this such as settlement, corporate actions, cash processing, client transfers and data set up.
- We are FCA regulated to hold client money and assets, an ISA manager and run a full insourced nominee service to support client custody

Main responsibilities

- Administrative Support within Operations mainly focussing on Settlements
- 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
- Settlement of UK Crest, overseas and collectives, processing the cash ledger entries across client accounts and ensuring funding in place to settle the underlying market transactions

- Contract note production on a daily basis for sending out to underlying clients
- Daily processing, control and execution of day to day order flow
- Control and update of Heartwood systems to reflect new client acquisitions and transfers out for closed or deceased clients
- Processing of free of payment transfers in for new clients and out for closed or deceased accounts.
- Processing stock giftings and transfers for active clients

Person specification

- Be business-orientated and focus on the client
- Have good administrative order including adherence to all risk and compliance policies
- Take a long-term approach
- Have the courage to make decisions
- Be innovative and proactive
- Take responsibility for own development
- Have high ethical and moral standards
- Collaborate with others to achieve joint goals
- Contribute to the development of operations and colleagues
- Take leadership of own performance

Contact

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