

JOB HOLDER:



Job Description

Job Title:	Head of Fund and Model Operations - FTC
Department/Office:	Exeter
Reporting to:	COO
Responsible for:	Fund and Model Operations Assistants
Brief description of role	To lead the Operations Team supporting unitised products and model portfolios

Under the Senior Managers and Certification Regime you are obliged to adhere to the First Tier of the FCA's conduct rules. Should disciplinary action result from a failure to comply with these rules, then Hawksmoor will be obligated to inform the FCA of any breach.

Main Tasks

- Manage the delivery of administration services for the unitised products and model portfolios, including:
 - Production of literature, including factsheets, reports and presentations
 - Reconciliation of Fund valuations between internal systems and external records
 - Dealing on unitised products as and when instructed by Fund Managers
 - Provision of data both internally and externally, to clients and third parties
 - Management of the investment portfolios update and rebalance process
 - General administrative tasks
- Get involved with projects as required
- Manage the relationships with Fund ACDs and administrators, investment platforms and other third party firms
- Be responsible for the management, development and training of the Fund and Model Operations Assistants
- Stay up-to-date on Consumer Duty training and regulations as they pertain to investment operations and administration. Under manager supervision, consider client needs, treat them fairly, and act in their best interests when executing administrative tasks related to client accounts, payments, transfers, reporting, and queries. Identify any issues relating to client outcomes or foreseeable harm to your manager
- Demonstrate a commitment to promoting and supporting diversity and inclusion in the financial sector, in line with the FCA's regulatory framework and objectives

Qualifications	Educated at least to GCSE standard including English and Maths (at least grade B), but preferably to A-level or degree standard. Either have taken or be working towards: <ul style="list-style-type: none">- Investment Management Certificate or equivalent to be 'threshold competent'- Suitable Investment/Fund administration paper, as agreed with manager
Skills and competencies	Good communication & inter-personal skills Polite and friendly manner Good attention to detail Accurate typing skills
Working hours	Working hours to be flexible but central hours to be 08:30 - 17:00.

Additional activities

The job-holder will be required to perform any additional activities that are relevant to the role, as agreed with management.

Jobholder's signature:	Date:
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Manager's signature:	Date:
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