



## **Client Services Officer**

### **About LGPS Central Limited**

LGPS Central Ltd (LGPSC) is the FCA-regulated asset manager for nine local authority pension funds across the Midlands. Our Partner Funds are the Cheshire Pension Fund, Derbyshire Pension Fund, Leicestershire Pension Fund, Nottinghamshire Pension Fund, Shropshire Pension Fund, Staffordshire Pension Fund, West Midlands Passenger Transport Pension Fund, and the West Midlands Pension Fund. We are jointly owned on an equal shares' basis by eight of those Partner Funds (the West Midlands ITA Pension Fund is not a shareholder, but its rights are represented by the West Midlands Pension Fund). It is one of eight Local Government Pension Scheme (LGPS) asset pools in the UK.

Together our Partner Funds own c£45bn of assets invested on behalf of 950,000 scheme members across 2,300 participating employers. A key objective of LGPS Central Ltd is to improve net investment returns after costs; to enable access to a wider range of asset classes for participating Partner Funds; and to ensure good governance.

Since its launch in April 2018, LGPSC has become responsible for around £17bn of these assets. Around £7bn is held in funds structured in an Authorised Contractual Scheme (ACS, itself authorised by the FCA) and around £10bn in a range of advisory and discretionary mandates. The volume of assets under management is expected to grow rapidly over the next few years as, in partnership with our Partner Funds, new sub-funds are developed and launched into which Partner Funds' assets will transition.

The Company is expected to offer funds across a wide range of asset classes including listed and private markets. Through its team of in-house investment specialists LGPSC will manage these assets internally as well as through third party managers.

Our objective is to be a leading investment management company working exclusively with and for our Partner Funds. With a focus on value for money and performance we want to aspire to be one of the best because this is how we will deliver the investment returns and low costs that our Partner Funds are seeking.

LGPS Central Limited is now seeking to hire an experienced **Client Services Officer** to be based in LGPS Central Limited's Wolverhampton office.

## **The role**

This role is critical to ensuring that LGPS Central Limited's Clients receive high standards of service delivery, requiring you to proactively engage with all of our Partner Funds and respond to Client requests and queries. The role requires you to be Client focused and demands that you should be well organised and able to work to strict deadlines.

You will already have experience of working in a similar role, providing crucial support and back-up to a team dedicated to providing high levels of service.

The role involves assisting with the production of Client presentations, noting minutes at meetings, liaising with Clients wherever and whenever necessary, integrating and working closely with other teams within the Company, supporting the delivery of Company events and seminars and responding to our Clients' needs.

This is a role which offers Candidates plenty of variety, an opportunity to learn and develop, and above all play a crucial and important part in meeting our objective to deepen and broaden our relationship with our Clients.

Previous experience of Working in a Business-to-Business Customer support/relationship role is a distinct advantage. Equally any prior knowledge of investments, pensions or Local Government would be a useful asset.

This is an exciting opportunity for an experienced candidate who enjoys working in a team, and would like to join a Company which values Customer Focus as a high priority.

**We are a diverse and inclusive employer and would welcome interest from all sections of the community.**

**A more detailed Job Description is attached.**

If you are interested in applying for this role, please forward your CV with a covering letter to [recruitment@lgpscentral.co.uk](mailto:recruitment@lgpscentral.co.uk), quoting reference **Client Services Officer**, highlighting your key strengths and experience in relation to the job profile.

**Please note that the application closing date is 5pm, Friday 30 May 2019.**