



ROLE: Client Services Officer

SALARY: £25,000 - £30,000 (depending on experience), plus LGPS DB pension 20%

Date: April 2019

Role	Need to do	Need to know	Values and Behaviours
<p>Role Purpose:</p> <ul style="list-style-type: none"> Based in Wolverhampton, the successful candidate will work within the Client Services & Stakeholder Relations Team and report to the Head of Client Services & Stakeholder Relations. The Client Services Officer is expected to provide a critical role relating to all Client service activities supporting all of our Partner Funds and Stakeholders. <p>Non-Financial:</p> <ul style="list-style-type: none"> Health and Safety Personal Development <p>Reports to:</p> <ul style="list-style-type: none"> Head of Client Services & Stakeholder Relations <p>Relationships Internal:</p> <ul style="list-style-type: none"> Executive Directors, Board, Non-Executive Directors, Heads of Service, Portfolio Managers and other LGPSC staff <p>Relationships External</p> <ul style="list-style-type: none"> Partner Funds, Stakeholders. 	<ul style="list-style-type: none"> Assist the Head of Client Services & Stakeholder Relations in all administrative matters relating to Partner Fund engagement and support Provide excellent levels of Client service and support Provide timely reports and updates relating to product delivery, investment performance, and any operational matters which impact our Clients Ensure that all Client queries and requests are addressed in a full and timely manner Work closely with members of the Investment Team, and Clients, to support new product development To work closely with, and support, the Communications Officer To work closely with the Compliance Team, Operations Team, Legal Team and Finance Team in all matters which require interaction with Clients 	<p>Skills/Knowledge/Experience/Competence:</p> <ul style="list-style-type: none"> Experience of working in a Client servicing/relationship capacity, preferably within an asset management or professional services company An understanding of investments and financial markets is highly desirable but not essential Experience of working with multiple stakeholders, particularly within public sector or local government is also desirable First class interpersonal, collaborative and communication and presentation skills Must be articulate, presentable and confident Self- starter with good organisational skills Knowledge of PowerPoint, Excel, Sharepoint and WordPress desirable Analytical skills-must be able to produce documentation to high standards 	<p>Values:</p> <ul style="list-style-type: none"> Service Delivery Integrity Supportive Workplace Togetherness Outward Focus <p>Behaviours:</p> <ul style="list-style-type: none"> “Customer First” attitude Open, fair and transparent Honest and trustworthy Empowered in making right decisions Accountability for results and delivery

	<ul style="list-style-type: none">• Develop an understanding of our Clients, their organisation, challenges, direction and priorities• Adapt our behaviours, style and service to meet Client needs• Maintain an open dialogue, requesting performance feedback for ourselves and teams and acting on it• Keep abreast of all changes both within LGPSC and our Clients and manage the impact in a timely manner• Contribute the Client perspective on internal projects e.g. product development/technology developments/legislative & compliance changes	<ul style="list-style-type: none">• Experience of managing and developing relationships with clients <p>Qualifications</p> <ul style="list-style-type: none">• Degree preferred, but not essential	
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LGPS Central Limited provides an exciting, supportive and family-friendly working environment, and we are committed to helping our people achieve their full potential and a healthy work-life balance. We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.