

ROLE: Client Services Officer

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

Date: August 2021

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| **Role** | **Need to do** | **Need to know** | **Values and Behaviours** |
| **Role Purpose:*** The Client Services Officer is expected to provide support for all Client Service and Communications related activities.
* Based in Wolverhampton, the successful candidate will work within the Client Services & Stakeholder Relations Team and report to the Chief Stakeholder Officer.

**Reports to:*** Chief Stakeholder Officer

**Relationships Internal:** * Executive Directors, Board, Non-Executive Directors, Heads of Service, Portfolio Managers and other LGPSC staff

**Relationships External*** Partner Funds, Stakeholders.
 | * Provide excellent levels of Client service and support
* Assist the Chief Stakeholder Officer in all administrative matters relating to Partner Fund engagement and support
* Provide timely reports and updates relating to product delivery, investment performance, and any operational matters which impact our Clients
* Assist with the production of regular client performance reports
* 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
* Work closely with, and support, the Communications Officer
* Work closely with the Compliance Team, Operations Team, Legal Team and Finance Team in all matters which require interaction with Clients
* Develop an understanding of our Clients, their organisations, challenges, direction and priorities
* 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
* Manage Client Services team systems to ensure they are kept up to date, informative and effective (e.g. CRM, CILLA, FoI tracker, Meltwater)
* Maintaining the content of the company website including uploading RI information, job adverts
* Assisting with LGPSC’s use of social media for communications, job adverts, internal engagement etc
* Minuting client, cross pool and internal client services meetings
* Supporting events and conferences
* Monitor the FOI tracker
* Assisting with the organisation and management of client events
* Liaising with the graphic designer to ensure reliable production of all necessary reports and materials
* Supporting the Publication Scheme
 | **Skills/Knowledge/Experience/Competence:*** 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
* Experience of managing and developing relationships with clients

**Qualifications*** Degree preferred, but not essential
* Relevant experience
 | **Values:** * We are a great place to work
* We are Client Focus ed
* We are Inclusive
* We are Ambitious

**Behaviours*** Open, fair and transparent, acting with integrity.
* Doing the right thing.
* Honest and trustworthy
* Empowered in making right decisions
* Collegiate and Collaborative.
* Valuing and treating everyone equally.
* Listening to individual ideas to support growth.
* Constructively challenging the status quo. Accountability for results and delivery
* Friendly, honest and supportive
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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.