

Account Manager

Job Description



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Business Unit	Investment Management
Department	Account Management
Location	Edinburgh
Manager	Denise Callaghan
Updated On	October 2019
FCA Regulated	No
Validated By	Human Resources

Job Purpose:

The Account Management Team services a number of Investment Managers based in Edinburgh and Glasgow, including managing the on boarding process and ensuring we provide best in class service to our clients. The Account Manager role will be responsible for all aspects of Client Management for the Edinburgh client base invested across a wide range of products via both segregated accounts and pooled vehicles.

Key Responsibilities:

- Point of contact for all client account matters.
- Manage all aspects of client relationships, including due diligence, client review meetings and handling daily queries.
- Ownership for client matters permitting effective cross-functional coordination, enhancing execution and problem resolutions.
- Responsible for a client portfolio, working closely with Senior Managers and internal compliance teams.
- Responsible for facilitation of client proceedings, such as take-on and termination.
- Collaborate with relevant teams including investments, legal, compliance and the transitions teams within operations.
- Ensure a timely and successful delivery of our solutions according to client needs and objectives.

- Assist with challenging client requests or issue escalations when required.
- Ensure regulatory changes influencing the service model and requirements of clients are recognised and assessed in advance.
- Responsible for new client business take on from initial point of contact to business completion.
- Administration of prospective client paperwork

Skills and Qualifications:

- Must have at least 2 year's client service experience within an Investment Management support environment
- Understanding of legal, Compliance and Custody Relationships
- Strong inter-personal skills
- Understanding of pooled vehicles
- Understanding of equity, fixed income and alternative investments
- Excellent attention to detail
- Excellent listening, negotiating and influencing skills
- Highly organised and able to multi-task efficiently
- Proactive and innovative approach to both client and internal/external advisor relationships