

Job Description

Job Title: Head of Solutions, Client Relations

Line Manager: Chief Propositions Officer (Andrien Meyers)

Who We Are

London CIV was established in 2015 by the London Local Authorities to manage London's Local Government Pension Scheme ('LGPS') assets. As at March 2024, London CIV is responsible for managing c.£32bn of pooled assets across the 32 London Boroughs. These assets are invested in a full, and expanding, range of public and private market investment strategies.

London CIV is 1 of 8 LGPS asset pooling companies in the UK.

The London Boroughs and the City of London are the 32 Shareholders, as well as the clients (Partner Funds) of London CIV. London CIV is authorised and regulated by the FCA.

Our Purpose

London CIV's strategic purpose is "**Working together to deliver sustainable prosperity for the communities that count on us all**". We are here to deliver solutions which will allow LGPS Partner Funds to invest assets on behalf of their beneficiaries, and to provide improved and more efficient investment outcomes. We aim to add value to the Partner Funds through offering economies of scale, greater efficiency and improved performance.

Role Overview

The role holder is responsible for building trusted working relationships with the Partner Funds and supporting them in achieving their service requirements.

Working collaboratively with the administering authority of the respective Partner Fund(s), the role holder will provide a service that gathers information to help the Partner Fund(s) make strategic decisions and translate this into Fund policy, and strategic advice over the longer term. Thinking will be concerned with the year ahead, although this will be done within the context of the wider Funds' long-term strategy.

The role holder will work collaboratively with internal colleagues including the Client Relationship Managers and the wider Investment, Operations and Compliance teams.

Our ideal Candidate

They will provide inspirational leadership, helping to drive positive cultural change that ensures our service reflects the London CIV's Values and that of our Partner Funds.

They will build a reputation, internally and externally, as someone who delivers sound, well thought through, credible solutions that will ultimately improve outcomes for our Partner Funds and our underlying beneficiaries.

They will role model and successfully deliver high performance and standards, helping to foster a 'One Team' ethos and culture across London CIV.

Responsibilities

- Collaborate with all internal stakeholders, especially the wider Client Relations team, Operations and Compliance team and the Investment team, to understand the LCIV offering and confidently represent the LCIV organisation and its' solutions. This will also include working on specific projects that will contribute to generating new revenue streams for the London CIV
- Establish and maintain successful working relationships with Partner Funds, their Investment Consultants, Independent Advisors, the Actuary custodian and all key stakeholders, such that they build a reputation as a credible, trusted business partner who is equipped to positively manage expectations and deliver solutions
- Through positive, proactive engagement with the Partner Fund(s), establish and maintain effective client relations with a variety of stakeholders in the Partner Fund(s) including elected Members, Treasurers and Pension Fund Officers
- Provide strategic support, advice and challenge to the s151 officer(s) with regards to Pension Fund matters, management, investments and reporting.
- Produce clear, timely and insightful reports to the s151 officer(s), Pension Fund Committees and related panel or boards to support strategic decision making.
- Assist the Partner Fund(s) with the development of policies and strategies in relation to the Pension Fund
- Ensure responsible investing is a fundamental part of Fund advice; this includes a Responsible Investment policy; stewardship of the Fund to include voting, climate analytics reporting
- Aid Partner Funds in producing the Investment Strategy Statement for their Fund(s). Draft policies on currency hedging, cash management and liquidity, and develop tools to monitor compliance/exposure
- Assist Partner Fund(s) with regards to monitoring, in particular performance, cost and climate
- Following the triennial valuation work in collaboration with Partner Fund(s) and their actuary to help produce the strategic cashflow for the Fund
- Aid the treasury management of the Partner Fund(s) cash, in line with pension fund policies, and that cash and money market investments. Help produce the Treasury Management Strategy for the Partner Fund(s)
- Help in the budget setting process for the Pension Funds and ensure appropriate allocation of costs
- As and when needed provide training to Partner Fund(s)
- Help Partner Fund(s) respond to consultations and any such Government requests
- Working with the Partner Fund(s) help analyse complex data and information sources to interpret legislative or policy changes that impact on the Partner Fund(s)

Note: This job description is aimed to be illustrative and is not exhaustive of all the duties and responsibilities which could be contained within this position. The role holder may be asked to undertake other duties and responsibilities which are commensurate with this area of work and grade.

- Successfully contribute to the achievement of the Client Relations team's AUM growth targets through listening to and understanding the Partner Fund(s) investment needs and identifying opportunities to further pool funds, support new fund launches and modifications to existing funds
- Provide regular and timely progress updates to the Chief Propositions Officer and the Executive Committee where required
- Maintain relevant and up-to-date knowledge of the UK government's pooling policies, supporting Partner Fund(s) in achieving their pooled funds targets
- Demonstrate professionalism at all times, confidently presenting and representing London CIV at a variety of meetings, conferences and other events including the LAPFF Forum, Pensions for Purpose, LGPS in Conversation and the Pension Fund Investment Forum
- Maintain Partner Funds' records in Salesforce and provide timely Partner Funds' activity updates to the relevant internal teams in relation to potential pooling opportunities and new services
- Maintain high standards of professionalism at all times. Adheres to the conduct rules expected of a Certified employee under the FCA's Senior Managers Certification Regime.

Desirable skills

- Has a commercial mindset, being confident communicating and presenting to Partner Funds
- Is solutions-focused with a positive can-do attitude
- Has excellent analytical and organisations skills and the ability to manage multiple complex projects involving internal and external stakeholders
- Strong collaborative skills with the ability to work in small teams within a matrix environment
- Demonstrable sound judgement to plan and accomplish goals

Desirable experience

- Strong knowledge of the LGPS and in particular the London LGPS Funds
- Good understanding of financial instruments in particular equities, bonds and private markets
- Good knowledge and experience of using Salesforce

Our Core Values

These are what we aspire to as a Company and expect from every colleague who joins us:

Collaboration

We work together to build and sustain strong partnerships both internally and externally

Responsibility

We are committed to deliver on our promises, meet the needs of our stakeholders and go the extra mile

Diversity

We respect and celebrate our differences and create an inclusive environment where everyone feels welcome

Integrity

We act with honesty, ethics, and respect in everything we do.

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