JOB DESCRIPTION

Role Holder	Vacancy
Role Title	Commercial Team Assistant
Reporting to	Head of Partner Fund Solutions, Commercial Team

Purpose

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

Internally to the LCIV the role holder will work collaboratively with the Client Relationship team, the Partner Fund Solutions team and wider with the Investment, Operations and Compliance teams. The role involves providing support in the main to the Commercial Team and helping maintain Partner Fund relationships whilst aiding with providing solutions to them.

Main Responsibilities

- Assist in the creation, implementation, and monitoring of marketing campaigns targeting key stakeholders
- Help design and produce marketing materials, including brochures, presentations, newsletters, and digital content
- Support the planning and execution of webinars, conferences (especially the London CIV Annual Conference), and stakeholder engagement events
- Help draft, edit, and proofread communications such as press releases, blog posts, and email campaigns
- Maintain London CIV's marketing calendar, tracking key deadlines and campaigns
- Help manage and update London CIV’s website and social media channels with relevant content
- Check document uploads to Client Portal and website. This will also involve uploading of documents manually and virtual meetings
- Help schedule and attend virtual meetings when needed (Business Updates, Meet the Manager etc), record meeting and take note of attendance
- Portal User Reconciliation – Add, delete and amend profiles where needed
- Follow-up on any outstanding documentation from Partner Funds (e.g. W8 tax forms, Tax certificates, letters etc)
- Assist in gathering and analysing data from a number of stakeholders, but in particular Partner Funds
- Reconcile and update contacts in Salesforce
- Collate documents in SharePoint for each Partner Fund’s end of year audit as and when requested
- Aiding in the upload of various reports to the client portal, these include CTI, voting, manager and investment reports. Also updating the events section in the client portal
- Support in researching, summarising and analysing complex data and information sources to help interpret the legislative and regulatory changes
- Manage the Partner Fund Committee Meeting Calendar, downloading vCard files and uploading to the outlook calendar

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.

- General support to Commercial Team Members when needed.

Desirable Skills and Experience

- Has a commercial mindset, being confident in communicating to our clients, the Partner Funds
- Is solutions-focused with a positive can-do attitude
- Is a strong communicator with good attention to detail
- Has excellent analytical and organisations skills
- Strong collaborative skills
- Demonstrable sound judgement to plan and accomplish goals
- Good systems experience including CRM system experience (Salesforce); Microsoft Suite (Excel, Word, Outlook, PowerPoint); Adobe Suite
- Experience with intranet and website development would be beneficial
- Experience of working in small teams within a matrix environment

Core Values

London CIV has four core values that we aspire to as an organisation and expect from every individual who comes to work with 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

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.