

## JOB DESCRIPTION

<b>Name:</b> Vacant	<b>Role Title:</b> Investment Operations Analyst
<b>Line Manager Name:</b> Sarah Williams	<b>Line Manager Title:</b> Head of Operations
<b>SMCR Role:</b>	Certified
<b>People Management Responsibilities:</b>	No

### Purpose

As an Investment Operations Analyst within the Investment Operations team, you will play a key role in strengthening London CIV’s operational delivery, controls, and oversight environment. Reporting to the Head of Operations, you’ll work closely with colleagues, investment managers, and external partners to ensure the smooth running of daily investment operations and high-quality service delivery.

This role sits within the central Investment Operations team, and complements the existing Investment Operations Analyst position, focusing on leadership of operational delivery, control enhancements, and Fit for the Future implementation activities.

This is an exciting opportunity to contribute to operational readiness across LCIV’s fund range and Partner Fund pooled accounts, supporting our Fit for the Future transformation programme and strategic growth ambitions.

### What You’ll Be Doing

#### Core Operational Oversight

- Lead the day-to-day delivery and oversight of key investment operations processes, including reconciliations, cash management, fund dealing, and control monitoring across LCIV Sub-Funds and Partner Fund Pooled Account.
- Coordinate and review the performance of outsourced service providers and other external partners, ensuring service KPIs are met, issues are resolved promptly, and exceptions are escalated where required.
- Act as a key operational contact for internal and external stakeholders, maintaining high delivery standards and ensuring effective communication across all workflows.
- Take ownership of the production and review of Management Information (MI) covering service performance, fund activity, and risk metrics, ensuring accuracy and timely reporting to support decision-making.

#### Process Design & Continuous Improvement

- Lead the delivery and embedding of enhancements to investment operations processes in line with London CIV’s Fit for the Future strategy, ensuring changes are effectively implemented and documented. .
- Design, test, and implement improved systems, controls, and reporting processes to strengthen efficiency, data integrity, and operational resilience across the Investment Operations function. .

#### Change & Project Delivery

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.

- Lead assigned operational workstreams within cross-functional projects and process improvement initiatives, ensuring clear documentation, ownership, and delivery against agreed timelines.
- Assist in ensuring operational readiness for new investment activity and system enhancements.

### **Vendor & Relationship Management**

- Manage and coordinate day-to-day operational relationships with Northern Trust and other key partners, proactively tracking issues, ensuring timely resolution, and contributing to performance and oversight reviews.
- Contribute to formal oversight reviews, due diligence exercises, and SLA performance monitoring.

### **Team Collaboration & Wider Support**

- Collaborate across the Operations and Investments teams, sharing expertise and acting as a lead contributor on assigned activities while supporting team knowledge sharing and cross-training.

### **Governance & Control**

- Own and maintain assigned documentation for operational policies, procedures, and control frameworks, ensuring they are complete, current, and effectively implemented.
- Take a proactive role in identifying control enhancements and embedding best practice across the function.
- Promote a culture of shared learning, operational excellence, and collaboration across the team.

## **What You'll Bring**

### **Essential**

- Proven track record of leading investment operations processes within an asset manager, fund administrator, or institutional investment environment.
- Ability to independently manage and resolve complex operational issues across trade lifecycle, reconciliations, and cash management.
- Strong working knowledge of outsourced investment operations and vendor oversight frameworks.
- Demonstrated understanding of operational risk, controls, and governance frameworks.
- Excellent analytical, organisational, and stakeholder management skills.
- Strong written and verbal communication skills, with experience producing MI and oversight reporting.

### **Desirable**

- Experience leading delivery of new or enhanced operational processes within a small, growing investment operations team
- Familiarity with data and control automation tools to improve efficiency and oversight
- Experience with both public and private market fund structures.
- Good understanding of FCA, AIFMD, and EMIR requirements.
- Experience supporting project delivery and system change.

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- Exposure to broader investment operations activities such as fund launches, product changes, or investment transitions.

## What We Offer

Our values sit at the heart of everything we do. To truly foster a collaborative and supportive workplace, we offer all employees a range of benefits, including:

- From day one, you'll have on-the-job learning opportunities across a range of asset classes and exposure to leading managers, with plenty of hands-on experience to support your development.
- Financial support and paid study leave for relevant qualifications or professional development as part of your continuous learning journey.
- A company culture that champions innovation, continuous learning, and personal responsibility within a modern and flexible working environment.
- Employees typically work in the Southwark office a minimum of 50% per fortnight. Our Southwark office operates a hot-desk system and includes access to an on-site gym.
- A minimum of 29 days' annual leave per year, plus public holidays.
- A generous pension scheme, enhanced family-friendly policies, and a variety of insurance and wellbeing benefits.

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