London CIV

Client Relations Officer

Permanent role - Southwark

Full time

Competitive Salary plus other benefits

London LGPS CIV Limited ("London CIV") has been established for and on behalf of London's 33 local authorities as an investment fund manager through which they can collaborate and collectivise the investment of their individual pension fund assets. With over £35 billion of assets across the 32 funds there is significant scope for savings and efficiencies.

London CIV was authorised as an Alternative Investment Fund Manager in October 2015 with permission to operate one of the UK's first Authorised Contractual Scheme funds and currently has £8 billion of assets under management and £9.5billion of passively managed assets under oversight. Work is underway to open more sub-funds with the aim of growing assets under management and expanding relationships with London's local authorities.

The London CIV continues to be one of the (if not the) most exciting projects in the financial services sector and this is a good opportunity to get involved in all aspects of a fledgling and rapidly growing asset management business. It has taken over three years to get to where we are and we have much more still to deliver if we are to achieve our ambition which is to be:

"A Collective Investment Vehicle for London Local Authorities (LLA) Pension Funds which delivers broader investment opportunities and enhanced cost efficiencies than LLAs can achieve individually and overall better risk adjusted performance."

The Role:

- Working alongside team members, you will act as a point of contact between stakeholders and the company and build and maintain productive relationships with a range of stakeholders, such as, Local Authority Pension Officers, Pension Committees and Members
- Work in collaboration with stakeholders to capture useful information and its subsequent reporting and dissemination as part of enabling the collective success of the LCIV pooling programme and wider investment strategy
- Take ownership for the maintenance and development of the LCIV's client relationship management system (Salesforce), ensuring that LLA information is kept up to date and pooling opportunities and meeting notes are captured and monitored
- Produce regular Management Information (MI) packs from Salesforce as required

- Support and assist with the provision of regular reporting to LLAs via Quarterly Investment Reports, monthly Fact Sheets and ad hoc reporting requests
- Work with the Operations team to ensure the successful on-boarding of LLAs, including subscriptions and redemptions and generally assisting with LLA transition activity

Key Requirements:

- Relevant experience gained in a client relationship role
- Previously worked in a pension organisation, asset management, investment or insurance company
- Previous experience of using Salesforce
- Previous experience of dealing with subscriptions and redemptions
- Strong collaborative skills and ability to work in a small team
- A natural organiser with an attention to detail
- Good verbal & written communication skills (report writing, formatting etc.)
- A self-starter with the ability to be effective with minimal supervision
- Ability to work well under pressure, organised and able to prioritise
- Flexible and enjoys a diverse and challenging workload

Application Process:

Complete the Equal Opportunities Monitoring form (MS Word)

Complete the Sensitive Personal Data Consent form (MS Word)

Email a covering letter including your current salary, your CV and the forms to: recruitment@londonciv.org.uk

Closing date is 21 March 2019