

Job Description

Job Title: Client Services Manager
Reporting to: Head of Client Services

General

Our Client Services team act as primary liaison between our business and our clients, they are responsible for the day-to-day management of all client interactions, service delivery, and client records. Key role in helping to maintain and grow existing and new clients, building a partnership approach to all relationships, and helping to promote and secure our reputation.

Responsibilities (including, but not limited to):

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties to meet the on-going needs of the organisation.

- Support the day-to-day client interactions, being a first point of contact for clients. Provide a timely and professional email and telephone response to all.
- Meet clients face to face and virtually to capture feedback from clients and manage expectations.
- Develop trusted relationships with existing clients
- Chair service review meetings as per the client engagement schedule
- Produce and distribute service review packs, providing commentary to support KPIs and SLAs
- Accurately capture and document client change requests.
- Effectively and efficiently use the CSM system to provide excellent service
- Log and monitor completion of client actions.
- Support and coordinate onboarding, implementation and operational delivery.
- Work closely with all Operations teams to make our clients' experiences seamless.
- Prepare product and change documentation for relevant committees.
- Help build strong working relationships with clients to build and promote a partnership approach.
- Support the maintenance of client communications, client communications, external publications, and marketing material, including social media and website, to build brand awareness and reputation.
- Form a respected working relationship with key stakeholders (i.e. Internal teams, Auditors, Depositary and Investment Managers), and other third parties as necessary.
- Identifying client needs and communicating them to the business and aiding in delivery of a solution.
- Support team projects, changes and initiatives.

- Ensure all deadlines, both regulatory and any SLA agreements, are met.
- Work accurately and efficiently according to procedures and processes.
- Fully comply with legal requirements, industry regulations, organisational policies, and professional codes.
- Participate in the culture of on-going process enhancements and reviews, which add value to the reporting and outputs produced by the department.
- Support the brand and social media presence, maintaining data and publications.
- Embrace and demonstrate Yealand's core values in accordance with our, standards, values and guiding behaviours.
- Other ad-hoc tasks as and when required by your manager or another senior management.

Responsibilities specifically relating to regulatory compliance

Yealand Fund Services Limited is Regulated by the Financial Conduct Authority. All employees play a key part in ensuring Yealand complies with the Regulatory requirements. As part of your role with Yealand, you are required to:

- Comply with the Yealand Compliance Policies and Compliance Manual
- Conduct yourself in accordance with the Individual Conduct Rules under the Senior Managers and Certification Regime (SMCR) – as detailed in the FCA Code of Conduct (COCON) Sourcebook
- Complete periodic CBT (Computer Based Training) assigned on an ongoing basis
- Report any suspicion of Financial Crime to the Yealand MLRO (as defined in the Yealand AML and CTF Policy)
- Report any instances of misconduct encountered in line with the Yealand Whistleblowing Policy
- Report any Breaches and Complaints encountered to Compliance
- Act to deliver good outcomes for retail customers regardless of whether your role has direct contact or dealings with retail customers. You must consider how your actions (or failure to act) can affect the interests of retail customers or result in retail customers not obtaining a good outcome.
- If you are a Line Manager / Head of department, you must ensure retail customers impacted by your team(s) receive good outcomes in line with the Yealand Consumer Duty Policy and the Consumer Duty.

Soft Skills

- Confident and professional communicator, both verbal and written, with the confidence to liaise with a variety of stakeholders.
- Ability to build professional working relationships through sound interpersonal skills.

- An aptitude for solving problems and the tenacity to get results
- Effective time management skills, including the ability to prioritise conflicting workloads to meet strict deadlines
- Demonstrable integrity, confidentiality, and professionalism.
- Flexible approach and a "can do" attitude.
- Demonstrates an organised and methodical approach.

Technical Skills and Qualifications Required

- Education to degree level or equivalent. Those without school qualifications must be able to demonstrate aptitude at an equivalent level.
- 5+ years prior experience in customer facing roles within a similar role.
- Sound working knowledge of collective investment schemes, products, fund administration, and UK financial regulations.
- Experience of taking lead responsibility for delivery.
- Industry qualifications such as CISI IOC, or relevant.
- Intermediate level proficiency in Microsoft Word and Excel

I accept the job description issued and commit to carrying out their role to the best of my ability. I will bring to my manager’s attention any aspects of the job role that is proving difficult so that support and guidance can be provided.

Employee Signature	Date Signed

Equal Opportunities

We value diversity and we are committed to ensuring all our employees have an equal opportunity to develop their career and personally grow at Yealand.

Dignity at Work

All employees are treated with dignity and respect. We provide a working environment that respects the rights of each individual employed.