

## Operations Associate Job Specification

Would you like the opportunity to work within a growing, dynamic team within a niche wealth management firm? We are seeking to hire an Operations Associate.

Reporting to the Operations Manager, the ideal candidate will possess a minimum of 12 months' experience in a similar role within the financial services industry.

The ideal candidate would be positive, organised and have a proven ability to interact with staff (at all levels) in a fast-paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient with a high level of professionalism and confidentiality is crucial to this role. Expert written and verbal communication skills, strong analytical and numeracy abilities with attention to detail are equally important.

### About MASECO Private Wealth

MASECO Private Wealth was founded in 2008 in the wake of the non-domicile tax rules being introduced in the UK. The Partners had previously developed the US/UK private client desk within a large Private Bank in London. They realised that as a result of these legislative changes, a different approach would be required to service the needs of US citizens living in the UK. The alternative structure needed to remain not only tax-efficient and cost effective for American individuals living in the UK but would also need to be built upon global best practices. Just 14 years later, MASECO oversees over \$2.6 billion in assets for approximately 800 families.

### What we do

MASECO develops and implements global, tax-efficient wealth strategies for families, trusts and foundations based in the UK, USA and internationally. Our aim is to deliver expert advice, designed to simplify and tackle the complexities associated with cross-border wealth management. We deliver comprehensive wealth management and investment advice to clients based on trust and open communication. Our mission is to guide families with cross-border economic interests to a meaningful financial future. MASECO's Wealth Management equation provides a framework for the delivery of a systematic wealth management offering:

Wealth Management = Investment Management + Wealth Planning + Relationship Management

### Our Values

MASECO has a core set of values that form the foundation of everything we do. This translates into behaviour that is consistently applied and communicated both internally among our employees and externally among our clients. We strive to provide a Phenomenal Client Experience and seek to work with individuals and intermediaries who understand and appreciate our DNA. We believe that as an organisation we have multiple responsibilities – to our clients, our employees, our suppliers and to the

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world around us. MASECO strives to ensure that decisions are made with these responsibilities in mind.

MASECO is proud to be the UK's first financial services B Corporation member. B Corp is an alternative vision of the role of business in society. It is an assertion that businesses can benefit shareholders whilst also solving social and environmental problems. We want to influence the way investing and charitable giving are viewed in both the financial and wider communities, and to promote the standards of accountability that being a B Corp member represents. [www.bcorporation.net](http://www.bcorporation.net)

Specific duties and responsibilities include:

- Data entry and maintenance of the firm's investment management systems (Third Financial Services – IMS and CRM), including but not limited to responsibility for the following data – custodian data, client data, securities data, transactions, pricing feeds, currency data, benchmark data, static data
- Daily and periodic stock and cash reconciliations with investigation and timely resolution of exceptions
- Trade order reconciliation, effective and timely resolution of exceptions, working with custodians to resolve root cause to prevent reoccurrence
- Generation and analysis of data and periodic reporting under the regulatory requirement, for example, client 10% Portfolio Market Drop notifications and transaction reporting
- Responsible for the timely generation and provision of periodic client reports, including requested ad-hoc reports, completing required pre-checks prior distribution internally
- Completion of periodic contractual reporting to third parties in a timely manner
- Generation and provision of key periodic MI reporting from internal and custodian platforms (AUM'S, money in and money out and cash balance reporting)
- Corporate actions administration, receipt of custodians' notifications, internal notification and processing of the election decision
- Working with custodians and platform providers to resolve issues in a timely manner with continual focus on enhancing processes
- Project work, both independently and as part of the team, to enhance processes and efficiencies in all areas of Operations
- Written documentation of processes in required business format with periodic review and update
- Responsible for resolving received queries in a timely manner with polite and courteous communication to both internal and external counterparts
- On boarding of new custodians and providers
- Other ad-hoc responsibilities and tasks as assigned by the line manager

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### Skills and specifications for the role:

- Technical focus with strong knowledge of Microsoft Office, specifically Excel
- Strong numeric and analytical skills
- Competent individual with willingness to take on responsibility
- A quick learner with ability to absorb and understand requirement
- Organised with a methodical approach, detail oriented
- Ability to carry out multiple tasks effectively to meet deadlines
- Keen, proactive, positive individual with a 'can-do' attitude
- Ability to communicate both written and verbally in a respectful but effective manner
- Ability to work independently and run self-directed projects, often under pressure to meet project deadlines
- Team player with experience of working in a team environment, assisting and supporting others when required
- Tactful, trustworthy, diplomatic, able to maintain confidentiality

### Education and qualification requirements:

- Proven experience in a similar role within financial services
- A-levels or equivalent
- Strong knowledge of MS Office Suite
- CRM experience is advantageous, but training will be provided

The base compensation is per annum and a discretionary bonus plan and competitive benefits plan is offered.

The closing date for applications is open ended. Please submit your CV with a covering letter to [hr@masecopw.com](mailto:hr@masecopw.com).

### Data Protection Notice

MASECO LLP is dedicated to protecting the confidentiality and privacy of personal data entrusted to us. We comply with all relevant data protection laws, including the EU General Data Protection Regulation (GDPR). Please read the notice below in conjunction with the firm's Data Protection Policy which can be found on our website.

### Legitimate Interest

In providing us with your CV you agree that we will use the personal data within that document for the purposes of assessing your suitability as a candidate for the specified role and, accordingly, we have a legitimate interest in such data. The personal data we use includes:

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- Your name and personal details (including contact information, such as your primary and other residential
- address; your email address; your personal mobile telephone number or landline; your unique tax identifier
- (such as your National Insurance number); your driving licence and/or passport details;
- Your date of birth and/or age;
- Financial details, such as your current salary;
- Education and employment details.

### Consent

By providing us with:

- your personal data, you consent to our using that personal data to perform checks with credit reference or fraud prevention agencies which may include obtaining information on you from other sources, such as the electoral roll, court records of debt judgments and bankruptcies and other publicly available sources as well as information obtained through social and other media, such as LinkedIn; and
- any sensitive personal data (such as your racial or ethnic origin or data concerning your physical or mental health or gender orientation), you are agreeing to our processing of that data for the purposes of assessing your suitability as a candidate for the specified role.

### Retention

If you are not successful as a candidate for the particular role for which you apply, we will typically retain your personal data and other information you have provided to us or we have obtained about you in the course of the job application process for a period of up to 12 months from the date on which the job vacancy has been filled. If you would prefer that we remove your information from our records prior to this date, please contact us, however, we will continue to hold any information which we are required to retain under applicable laws and regulations. Should we wish to hold information about you, including personal data, for a longer period of time, we will seek your consent.

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