



ROLE: Investment Operations Manager

Salary: Competitive, plus LGPS DB pension scheme

Date: February 2024

Role	Need to do	Need to know	Values
<p>The experienced Investment Operations Manager will work with the Head of Operations and Chief Operating and Financial Officer (COFO).</p> <p>As part of the Investment Operations team the Investment Operations Manager will have responsibility to ensure effective and efficient support of all Operational activities. This senior position will oversee key investment support processes and delivery of excellent service to internal and external stakeholders and clients. The role supports the execution of operational services as well as oversight of outsourced activities and suppliers and covers all Middle and Back Office activities for LGPS Central Limited.</p> <p>The Investment Operations Manager is expected to participate in carrying out third party oversight for LGPS Central.</p> <p>The role holder will be required to oversee the activities of the delegated functions including outsourced Fund Administration and Investment Management. The role requires multiple competencies, relationship building skills, third party oversight, risk management and service improvement.</p> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>N/A</li> </ul> <p><b>Non-Financial</b></p> <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Deputy supervision of staff</li> </ul>	<p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Assist the Head of Operations in meeting operational targets of assets managed by LGPS Central Limited.</li> <li>Authorise and review work entered into systems used.</li> <li>Ensure all daily/weekly tasks are carried out as per internal policies and procedures, ensure that relevant compliance or regulatory requirements are met, and that evidence of completion is retained.</li> <li>Play a significant role in oversight of external outsourced vendors, Custodian, Fund Accountant, Transfer Agent and Outsourced Middle Office. Participate in calls, service reviews, provide feedback as required.</li> <li>Participate in new fund and product launches, input into design of operational framework and controls.</li> <li>Comfortable working on multiple tasks with short and longer-term deadlines.</li> <li>Introduction of robust controls and sign offs to reduce operational risk within the department.</li> <li>Responsible for the preparation and maintenance of the departments procedures keeping them current incorporating any system service or product changes.</li> <li>Dealing with queries from all levels of the organisation ensuring a rapid response and resolution and effective escalation as and when required.</li> <li>Keeping the number of exceptions to minimum and keep Senior Managers informed of any ongoing issues.</li> <li>Drive a service quality mindset across the operating model and to recommend operating model improvements as required strategy and objectives.</li> </ul>	<p><b>Skills/Knowledge/Experience/Competence:</b></p> <ul style="list-style-type: none"> <li>Substantial Middle and Back Office experience. Asset classes supported in the team include Equities, Fixed Income, OTD &amp; ETD Derivatives, Private Equity/Debt and Property, knowledge of some of these is essential.</li> <li>Good understanding of Transfer Agency, Fund Accounting, Custody and Depository functions.</li> <li>Exercise own good judgement, escalates as appropriate.</li> <li>Challenge conventions constructively.</li> <li>Excellent knowledge of several asset classes and pension fund administration.</li> <li>Maintain own professional development.</li> <li>First line point of escalation.</li> <li>Some supervisory experience.</li> <li>Comfortable communicating at all levels.</li> <li>Able to prioritise based on risk and potential impact.</li> <li>Third Party vendor management experience is required.</li> <li>A well-developed understanding of the asset management industry, funds, products and outsourced investment administration.</li> <li>Able to operate in thinking strategically and tactically.</li> </ul>	<p><b>Values:</b></p> <ul style="list-style-type: none"> <li>Be curious enough to challenge and strong enough to change</li> <li>Own outcomes with ambition and pride</li> <li>Build trust through transparency and teamwork</li> <li>Strive to shave a better future for everyone</li> </ul>

<p><b>Delegated Authority Levels:</b> Deputise in absence of Head of Operations</p> <p><b>Reports to:</b> Head of Investment Operations</p> <p><b>Relationships Internal:</b></p> <ul style="list-style-type: none"> <li>• Operations team DR's</li> <li>• Senior Management Team</li> <li>• Investments Team</li> </ul>	<p><b>Service Provider Oversight</b></p> <ul style="list-style-type: none"> <li>• Drive regular service review meetings with outsourced service providers.</li> <li>• Develop good working relationship with external providers.</li> <li>• Monitor outsourced service providers and their performance against agreed SLA's.</li> <li>• Escalation point for investigation and resolution of persistent operational issues and incidents across the operating model, including preventative root cause analysis. Proactively analyse trends in errors and issues to identify opportunities for process improvement.</li> </ul> <p><b>Reporting</b></p> <ul style="list-style-type: none"> <li>• Creation of reports /management information for senior management and internal committees.</li> <li>• Coordinate the production and review of reports/metrics from third parties.</li> <li>• Oversee creation of monthly/quarterly Fund Performance Reporting documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong Organisational process driven, with high levels prioritisation, accuracy and attention to detail.</li> <li>• Excellent interpersonal, influencing and communicating skills.</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• IOC or equivalent</li> <li>• Degree level</li> </ul>	
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