



Operations Associate

Job Description

Who We're Looking For

We are seeking self-starters and pro-active problem solvers, who understand the requirements of working in a regulated environment to join our fast-paced Operations teams.

As an Associate within the Operations team, you work within a team to complete multiple processes across the retail Investment Platform from; managing queries, updating personal details ensuring information is correct and up to date, proactively manage communications with custodians and advisor firms and corporate actions.

We have great opportunities for experienced Financial Associates, as well as opportunities to kick start your career within financial services.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Understand and complete multiple processes across operations administration
- Contribute and feedback in team meetings
- Cross-trained for multiple functions/Administration processes to support multiple areas of the business
- Gain and maintain a good understanding of Platforms within the Financial Services market
- Follow procedures and instructions in order to ensure good client outcomes
- Source answers and think logically to find solutions
- Review data to ensure accuracy
- Picking up exceptions and make corrections where applicable to ensure timely and accurate completion of activity.

The Knowledge, Experience And Qualifications You Need

- 5 GCSE's including maths and English language
- 2 A Levels or equivalent
- Willing to learn
- Accurate with good attention to detail
- Ability to work as part of a team and autonomously
- Excellent communication skills both written and oral

The Knowledge, Experience And Qualifications That Will Help

- Financial Services industry experience
- Confident user of Microsoft Word and Microsoft Excel

What You'll Be Like

- Self-starter, willing to learn
- Ability to prioritise work
- Confidence to ask questions and suggest process improvements
- Embraces change positively
- Able to work efficiently and accurately in a fast paced environment

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.