



# Operations Manager – Funding and Disbursement

## Job Description

### **Who We're Looking For**

- Operations Manager professional to be responsible for leading the Operations team and advising on complex technical matters.
- Accountable for the function and procedures where errors may involve financial losses or impact the business, including possible loss of customer accounts.

### **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 advice<sup>1</sup>

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

<sup>1</sup>As 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**

- Accountability for performance of Operations and ensuring procedures are compliant, efficient, detailed and up to date
- Constantly seek to improve operations, reviewing and challenging inefficient processes
- Detailed understanding of multiple processes across operations
- Lead team meetings
- Active participation and contribution in management meetings
- Setting goals and managing quarterly documented one to ones
- Review and authorise standard operational tasks within the team
- Report and present accurate MI and produce the operational dashboard for the team

### **The Knowledge, Experience And Qualifications You Need**

- 5 GCSE's including maths and English language
- 2 A Levels or equivalent
- IMC, studying towards ACII / bachelor's degree
- Minimum of 3 years of investment platform experience at manager/team leader level
- Minimum of Grade 4 Fusion Administration
- Accurate with excellent attention to detail
- Ability to work as part of a team and autonomously
- Excellent communication skills both written and oral
- Outstanding numeracy and literacy skills
- Confident user of Microsoft Word and Microsoft Excel

### **The Knowledge, Experience And Qualifications That Will Help**

- Financial Services industry experience
- Sound understanding of the Financial Conduct Authority and regulation relating to platform services

### **What You'll Be Like**

- Self-starter, willing to learn and embrace change
- Positive attitude
- Excellent time management and ability to prioritise work
- Ability to motivate others
- Accountability
- Operates in a highly organised and structured manner in a challenging, 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.