



Business Operations Executive

Business Operations

About Downing

Downing is a fast growing, entrepreneurial investment manager based in the City of London. We believe a great investment opportunity isn't just financial, it's a chance to invest in things that matter – our environment, our health, our society, our local communities and our economy. Our ability to adapt and innovate to create investment products for our customers is key to our growth and success and our [core values](#) are vital to everything we do – from the businesses we invest in to the people we hire.

Role and responsibilities

We are looking for a passionate, diligent and confident individual to join our Business Operations function.

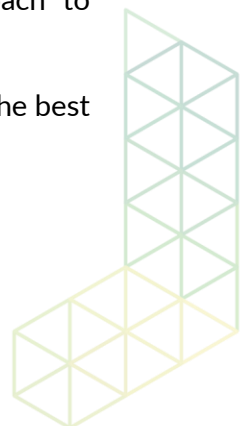
The role will report to the Business Operations Director and have exposure to all areas of the business with responsibilities evolving over time. As well as CASS/client money responsibilities, the role will involve quality assurance, continuous improvement with exposure to project management.

Responsibilities include:

- Arranging bulk and individual payments to investors and advisers; this includes paying adviser charges and the production of adviser charging statements, ensuring these are saved in a central place for the Customer Team to answer queries
- Dealing with Customer queries (internal and external) relating to investor and adviser payments
- Producing bank reconciliations for all product lines across the business (DEPS, EIS, Fund Commission)
- Regular reporting of client money and bank account positions
- Ownership of the EIS 1 process, helping design a tracking tool for Business Ops/Customer team to monitor progress of these certificates
- Monthly insurance declarations and CT61 submissions to HMRC
- Involvement with continuous improvement across the business
- Operational risk support and implementation
- Support the Business Operations Director on various projects

Key skills and experience

- A highly detail-orientated individual with a diligent and methodical approach to operations
- Strong computer skills, with advanced skills in Excel
- Interested in providing an excellent operations service and developing it to be the best it can be
- Adaptable and flexible, for those times when things do not go to plan





Personal profile

- **Team player** – have fun! We do our best to cultivate an open, honest, hard-working but fun culture at Downing.
- **Eloquent** – you can explain complex things in simple, relevant terms and in good English.
- **Customer oriented** - you are approachable, friendly and professional whilst working diligently. Nothing is too much trouble.
- **Passionate about what you do** - you are always happy to roll up your sleeves.
- **Assertive and focus on execution** – you make things happen.
- **Creative** – you think outside the box. Everything can be improved and we want someone who is confident putting forward new ideas.

Pay and benefits

For the successful candidate, we will put together an attractive reward package that will include:

- Competitive salary dependent on experience and qualifications
- Discretionary bonus
- Pension scheme
- Health insurance
- Life assurance
- Income Protection
- Death in service
- Additional social perks

Additional details

- Reports to Business Operations Director
- Full-time working from London City office (flexible working available)
- All candidates must be eligible to work in the UK or have a working visa

To understand what information we collect about you, how we will use it and for what purpose, please read our [privacy notice](#).

Downing is passionate about creating an inclusive culture that supports and celebrates diversity. This drives our ambition and brings us closer to our investment community.

