



# Customer Services

## About us

Downing is an entrepreneurial investment manager based in the City of London. Our passion is finding and funding great entrepreneurs, helping them grow their businesses in the real economy. Our ability to adapt and innovate to create investment products for our customers is key to our growth and success.

Downing has been raising money for, and investing in, UK businesses for over 30 years. We recently reached £1 billion funds under management, driven by an experienced team which now numbers around 120 staff. We raise around £200 million a year, with the support of 35,000 retail investors who trust us to invest on their behalf.

We invest across a range of sectors and products and continue to develop our offering to ensure we are at the forefront of the industry. Our commitment to innovation is evidenced through the recent development of Downing Crowd, the online investment platform launched in 2016.

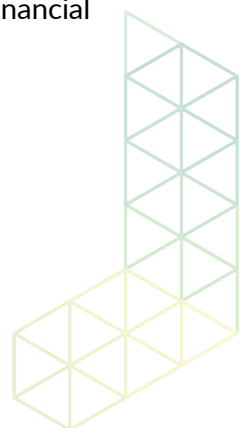
Downing has developed into a large and prosperous company with a fast-moving meritocratic and entrepreneurial culture. Our core values of flexibility, transparency and integrity are vital to everything we do – from the business we invest in to the people we hire.

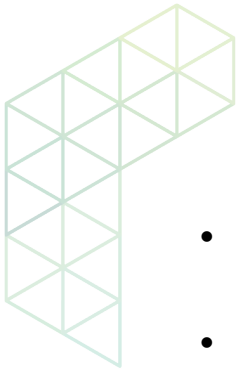
## Role and key responsibilities

We are looking for a passionate, empathetic and confident individual to join our Customer Services Department.

As a Customer Services Representative, you'll be tasked with providing support to financial advisers, investors and other professional customers. Your responsibilities will include:

- Provide an exceptional level of customer service
- Resolve all incoming queries via telephone, email, post and social media





- Build relationships and trust with your customers through open and honest communications, getting it right first time
- Maintain product and industry knowledge in order to support customer queries
- Log all customer interactions, gathering feedback in order to improve our services
- Liaise with all internal departments in order to resolve customer queries

### The ideal candidate will be able to demonstrate the following:

- A flexible personality who thrives working in a busy team environment
- Previous customer service experience, preferably telephone based
- Excellent communication and presentation skills
- Ability to maintain attention to detail whilst dealing with complex queries
- A good problem solver who approaches challenges with enthusiasm

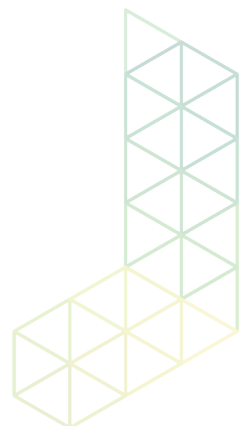
### Personal profile:

- **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/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 information:

- Reports to Fund Administration Director
- Full-time working from London City office
- All candidates must be eligible to work in the UK or have a working visa

To apply please send your CV to [recruitment@downing.co.uk](mailto:recruitment@downing.co.uk) and include your salary expectations and notice period. Please note, we are committed to sourcing candidates directly and as such we do not accept speculative CVs from agencies.

We endeavour to reply to all individual applicants and will provide feedback for any candidates that reach the interview stage.

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

