



Business Operations Executive

About us

Downing is a fast growing, 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 140 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. These sectors include renewable energy, healthcare, property, venture, and development capital.

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 into the people we hire.

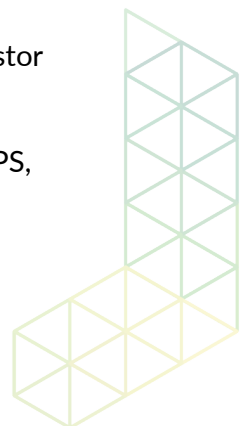
Role and key responsibilities

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.

Your responsibilities will 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
- Being available to answer queries from the Customer Team relating to investor and adviser payments
- Producing bank reconciliations for all product lines across the business (DEPS, VCT, EIS, Crowd)
- Maintenance of investor and adviser bank details





- 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 track progress of these certificates
- Involvement with continuous improvement across the business
- Operational risk support and implementation
- Support the Business Operations Director on various projects

The ideal candidate will be able to demonstrate the following

- 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

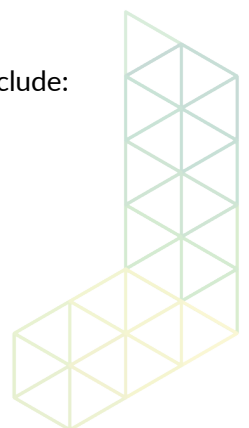
Personal profile

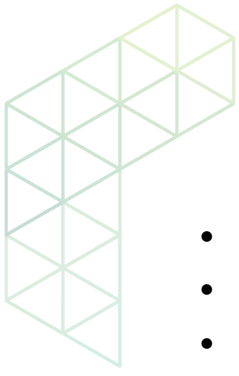
- **Team player** – have fun! We do our best to cultivate an open, honest, hard-working but fun culture at Downing.
- **Eloquent** – you can explain complex things in simple, relevant terms and in good English.
- **Customer oriented** - you are approachable, friendly and professional whilst working diligently. 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/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 Business Operations Director
- Full-time working from London City office (currently remote)
- 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](#).

