

Job Title: Client & Investor Support

Business Area: Client & Investor Support

Reports to: Tom Cook – Associate Director

Operating Company: NCM Fund Services Ltd

Overview

NCM Fund Services is a leading UK-based fund administration business, providing comprehensive support to fund managers and investors. We pride ourselves on delivering high-quality services with a strong commitment to regulatory compliance and client satisfaction. As part of our continued growth and commitment to maintaining the highest standards, we are seeking a highly motivated and detail-oriented individual to join our team.

The Client & Investor Support Team assist fund managers/ general partners by carrying out the day-to-day operational administration of unregulated private equity funds (among other types of funds), from fund inception to wind up. Key to providing an effective service is developing strong relationships with clients and using our experience to meet their individual needs.

By helping to take care of the back-office functions, clients are unencumbered to focus on their day job (i.e., fund raising, diligence, deal making etc.) and so we play an important role in the success of the fund. NCM utilises purpose-built software to drive efficiency, which helps to ensure that client led, and regulatory deadlines can be met and that accurate records are kept.

Position Overview:

The Client & Investor Support Executive will be responsible for broad range of activities including dealing with general investor queries, maintaining investor registers and managing investor correspondence i.e. distribution of tax information, investor updates, drawdowns and distributions.

A key aspect of the role is conducting Anti Money Laundering (AML) due diligence checks on our clients, primarily fund managers, and investors in those funds. This ensures compliance with UK anti-money laundering regulations and helps safeguard the integrity of our services.

Skills and Experience:

1. **Knowledge of AML Regulations:** A knowledge of AML regulations is beneficial but not mandatory. NCM will provide training on AML Regulations.
2. **Numeracy:** Proficient and comfortable working with numbers.
3. **Problem Solving:** Ability to create reports using information from multiple data sources.
4. **Attention to Detail:** Exceptional attention to detail to ensure accurate and thorough work.
5. **Communication:** Effective written and verbal communication skills
6. **Organisational & Planning:** Self-motivated and organised. Good time management skills/work well under pressure and ability to prioritise.
7. **Teamwork:** Ability to collaborate with cross-functional teams and contribute to a positive and dynamic work environment.
8. **Technology:** Proficient in word and excel, ability to create spreadsheets using basic formulae.
9. **Work Experience:** minimum one years' experience working in a busy office environment.

Qualifications:

Desirable but not essential

- Bachelor's degree

Package

- £25k annual salary
- Annual bonus (fully discretionary)
- Pension contribution 4.5% matched
- 36 days' paid holiday in each holiday year (calculated on a pro rata basis by reference to a full-time entitlement of 25 days' holiday each year) which shall include the usual public holidays in England and Wales
- Bupa health care (opt in)
- Great working environment in city centre, modern office with views of the castle
- Focus on career development with on-the-job training. NCM will cover the cost of industry training (agreed with manager as appropriate)
- Offsite team events

At NCM Fund Services, we are committed to diversity, equal opportunity, and promoting a respectful and inclusive workplace. We encourage individuals from all backgrounds to apply for this position.

If you are interested in a career in compliance within investor services, with a drive and determination to learn new skills, and a passion for maintaining the highest standards, we invite you to apply for the Client & Investor Support role and join our dynamic team at NCM Fund Services.